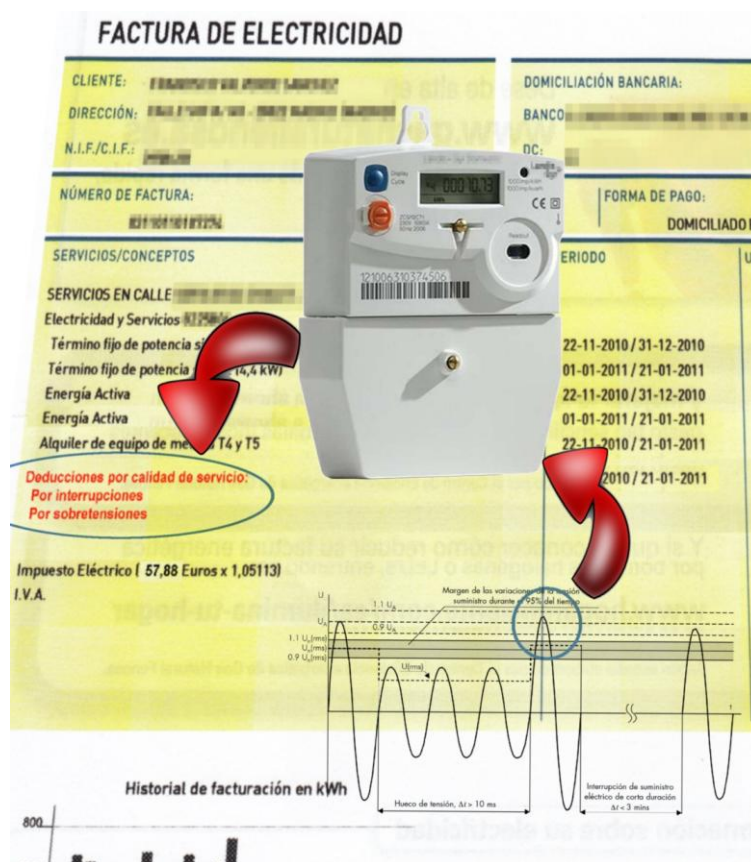


The Spanish energy consumer association ANAE has request to the European Parliament for a fairer electricity change rules.



Electricity is an essential and basic good for the current way of life. We have more than a century (since the end of XIX century) of electricity supply to public places, industry and homes or citizens in general. In this time, and just as other sectors, everything related to electricity and its distribution has evolved with the technological development in general. On the other hand, the European Union tends to unify and develop common policies to harmonize the rights and duties of governments and citizens in those countries.

The traditional electricity spinning wheel meter living in a borrowed time. At European level there are plans to replace these mechanical meters by other using digital technology¹.

On the other hand, the current system of compensation to consumers for electricity quality is anything but fair. So far, it has been based on an implementation, by the distribution companies, of network analyzer scattered at strategic locations (basically at electric transformers that serve to the consumers in the area), the data being inaccessible to consumers who have no possibility to effectively contrasting the data. With the introduction of the new meters, with digital technology (known as Smart Metering) advantage of this can be taken to change European rules to a fairer system for the electricity consumer. To do so, ANAE requests and proposes the introduction of the following points:

1. Renovation and/or creation of new European regulations in order to:
 - To eliminate the dependence on the geographical area of supply in compensation for incidents.
 - To eliminate incidents thresholds, compensating from the first incident.
 - Reduction of the term of compensation down to the same billing period.
 - Updating formulae for compensation the number of interruptions and time length to new values according to the current status, and the inclusion of the voltage and frequency variations as an economically compensable issue.
 - Elimination of maximum limits of compensation.
 - It shall be mandatory that the new meter (or the existing one with similar performances) is taken as a reference for these purposes.
2. Legislation of new regulations regarding the billing for:
 - The inclusion of power quality parameters in the bills, including deductions.
 - The use of meter data in bills as a legal proof of incidents, especially when these incidences involve economic costs to the consumer (damage or destruction of electrical appliances).
3. Updating or creating new legislation for the quality of consumer care:
 - Having a single partner for the consumer, due to conflicts between marketer-distributor (marketer is the proposed).
 - Elimination of customer care phone numbers with premium rates. Only normal or free rates phone numbers should be availables.
 - For automatic telephone systems, to include an option in the main menu to be served by a human operator.
 - Definition of the minimal number of offices for customer service area.

¹ Directive 2009/72/EC of the European Parliament and of the Council of 13 July 2009 concerning common rules for the internal market in electricity.

As a final consideration, in addition to the proposed regulation change, we request an energy labeling classification for the digital meters, installing only Class A or higher: This kind of meters, has a continuous consumption (always working) around 2W (communication systems apart). If some 300 million meters are to be installed on EU27, this mean an extra load base at European level of 600 MW, and annual consumption of 5,256 GWh.

This change proposal has been send for evaluation, to the team of the commissioner for energy , to the ACER (Agency for the Cooperation of Energy Regulators), to EESC (European Economic and Social Committee) and to European Commission - Health and Consumers Directorate-General.

You can download the complete proposal at:

www.asociacion-anae.org/destacados/request_for_regulation_change.pdf

ABOUT ANAE

ANAE (Asociación Nacional de Ahorro y Eficiencia Energética) is a Spanish independent non-profit association of power consumers that has the objectives of promoting the energetic efficiency, get savings in the associates energy bills and, in general, to boost the union and energy culture on energy consumers as a way to face the current status of legal and economic lack of protection suffered by the consumers.

More info at: <http://www.asociacion-anae.org>

