

# ACER



Agency for the Cooperation  
of Energy Regulators

# CEER



Council of European  
Energy Regulators

## The 2018 Annual Report on Monitoring the Electricity and Natural Gas Markets

***Alberto Pototschnig***

Director, ACER

***Annegret Groebel***

President, CEER

***Rafael Muruais***

Team Leader, ACER

***Bart Vereecke***

Team Leader, ACER

**Brussels, 20 November 2019**

## Outline

- Introduction
- Consumer protection and empowerment
- Electricity wholesale markets
- Gas wholesale markets
- Electricity and gas retail markets

**The MMR provides an in-depth year-on-year analysis of the functioning of the IEM and of the remaining barriers to its completion, providing recommendations on how to overcome them**



## Background of the MMR 2018

### Key milestones

- 4 October: publication of the GW and Retail Volumes
- 12 November: presentation to European Parliament, ITRE Committee
- 30 October: release of the Retail and CP Volumes
- 11 November: release of the EW Volume
- 20 November: Public presentation of the MMR

### Novelties

- In electricity: an assessment of cross-zonal capacity with regards to the 70% Clean Energy Package target and an assessment of the consistency between established CMs and adequacy issues.
- In gas: broader and deeper analysis of market effects of Network Codes implementation, LNG and convergence

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### Objectives of consumer protection and empowerment monitoring

- Review the levels of consumer protection and engagement in the European electricity and gas markets from the perspective of the final household consumer
- Identify progress made regarding the implementation of the EU legislation and the achievement of its targets (e.g. smart meter roll outs)
- Explore new challenges in monitoring consumer empowerment and protection following the Clean Energy for All Europeans Package (CEP)\*
- The Volume covers:
  - » Public service obligations
  - » Protection of vulnerable customers
  - » Consumer rights
  - » Smart metering
  - » Consumer choice
  - » Complaint handling and Alternative Dispute Resolution (ADR)
- **NEW!** A brief **historical outline** to illustrate that the European Union has come a long way **since the first set of energy-specific consumer protection** rules were introduced in the Second Energy Package.

\* See <https://ec.europa.eu/energy/en/topics/energy-strategy-and-energy-union/clean-energy-all-europeans>

## The areas of consumer protection and empowerment have expanded over time

Second energy package -  
2003

Third energy package -  
2009

Clean energy package -  
2019

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- 2<sup>nd</sup> electricity and gas Directives **introduced notion of consumer protection**

- 3<sup>rd</sup> electricity and gas Directive **expanded the scope of consumer rights to reflect full retail contestability**

- Recast Electricity Directive **empowers electricity consumers in view of the transition to a decarbonised energy system**

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- **First public service obligations:**
  - Right to be supplied with electricity
  - Obligation to protect vulnerable consumers
- **Measures for consumers to be able to switch:**
  - Access to information on prices and tariffs
  - Contracting rights
  - Wide choice of payment options
  - No charges for switching

- **Ability for consumers to choose own supplier:**
  - Minimum billing information
  - Maximum switching time
  - Availability of comparison tools
  - Roll-out of smart meters in case of positive cost-benefit analysis
  - Single point of contact (usually NRA)

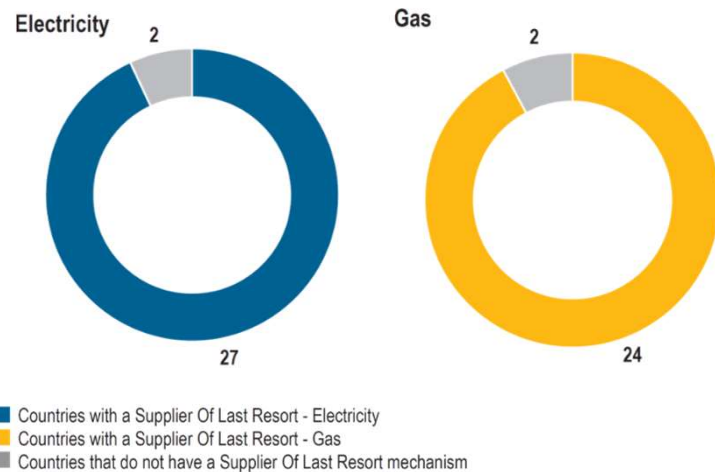
- **Active participation of the consumer in the market:**
  - Entitlement to smart meter
  - Entitlement to dynamic price contract
  - Aggregation contracts
  - Demand response
  - Citizen energy communities
- Some **existing provisions to become more prescriptive** (e.g. minimum requirements for comparison tools, energy poverty)

## Public service obligations on supply of electricity and gas

### Supplier of last resort (SOLR)

- Available practically everywhere but rare experience across Europe
- When SOLR prices are applied in case of a bankruptcy, they are often more expensive than the previous contract

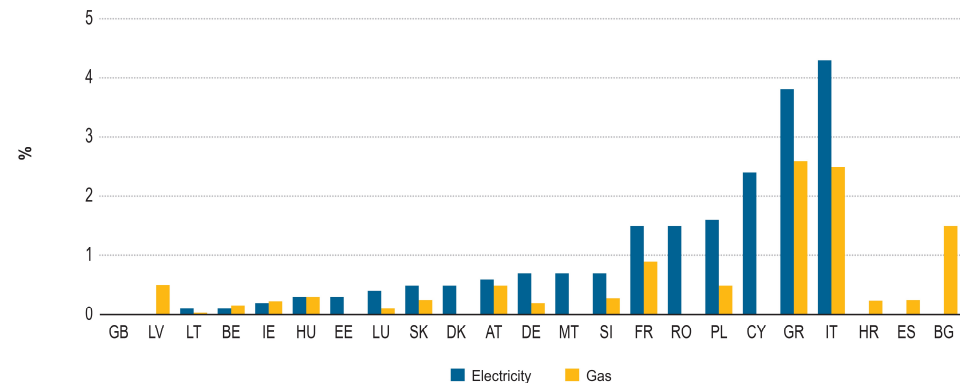
Supply of Last Resort: availability in EU MSs and Norway – 2018 (nr of EU/EEA countries)



### Disconnection due to non-payment

- Process gives reasonable time to settle open bills in most MSs: rates rarely exceed 1%
- Consumers are informed about alternatives in majority of MSs, but no records (apart from prepayment meters) on their efficacy

Share of disconnections due to non-payment in EU MSs and Norway – 2018 (%)



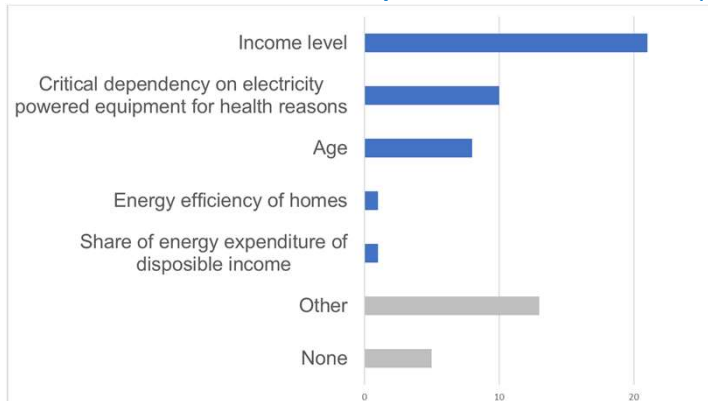


## Vulnerable customers and energy poor are different categories

### Concept of vulnerable customers

- Low income & critical dependency on electricity as main determining criteria
- Relative energy expenses and energy efficiency play no role
- Main protection through restrictions to disconnection & social benefits

Criteria used to determine concept of vulnerable customers (MSs)

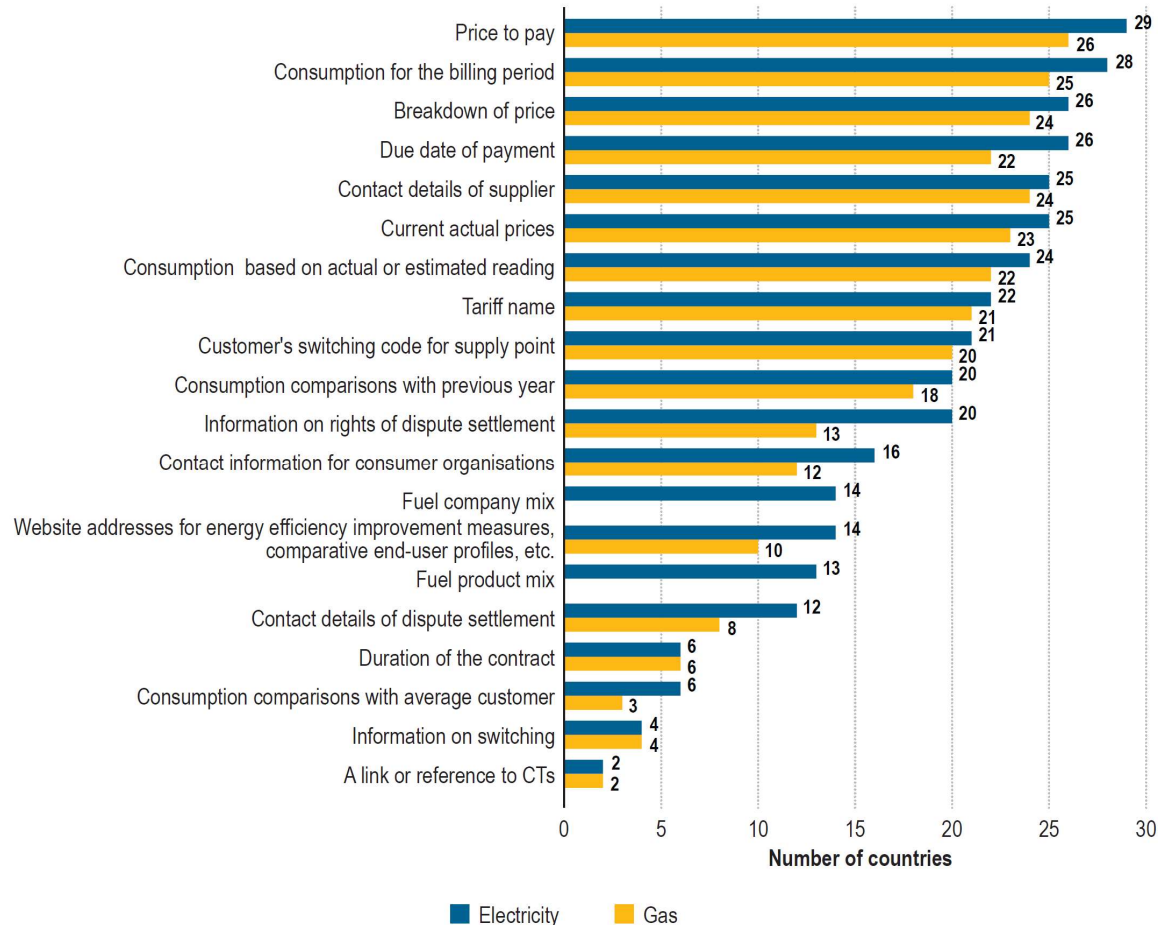


### Energy poverty

- Increased relevance to be expected following Clean Energy Package
- Only 7 MSs with official definitions yet
- Energy poor up to 14% of population

## Could too much information hamper transparency?

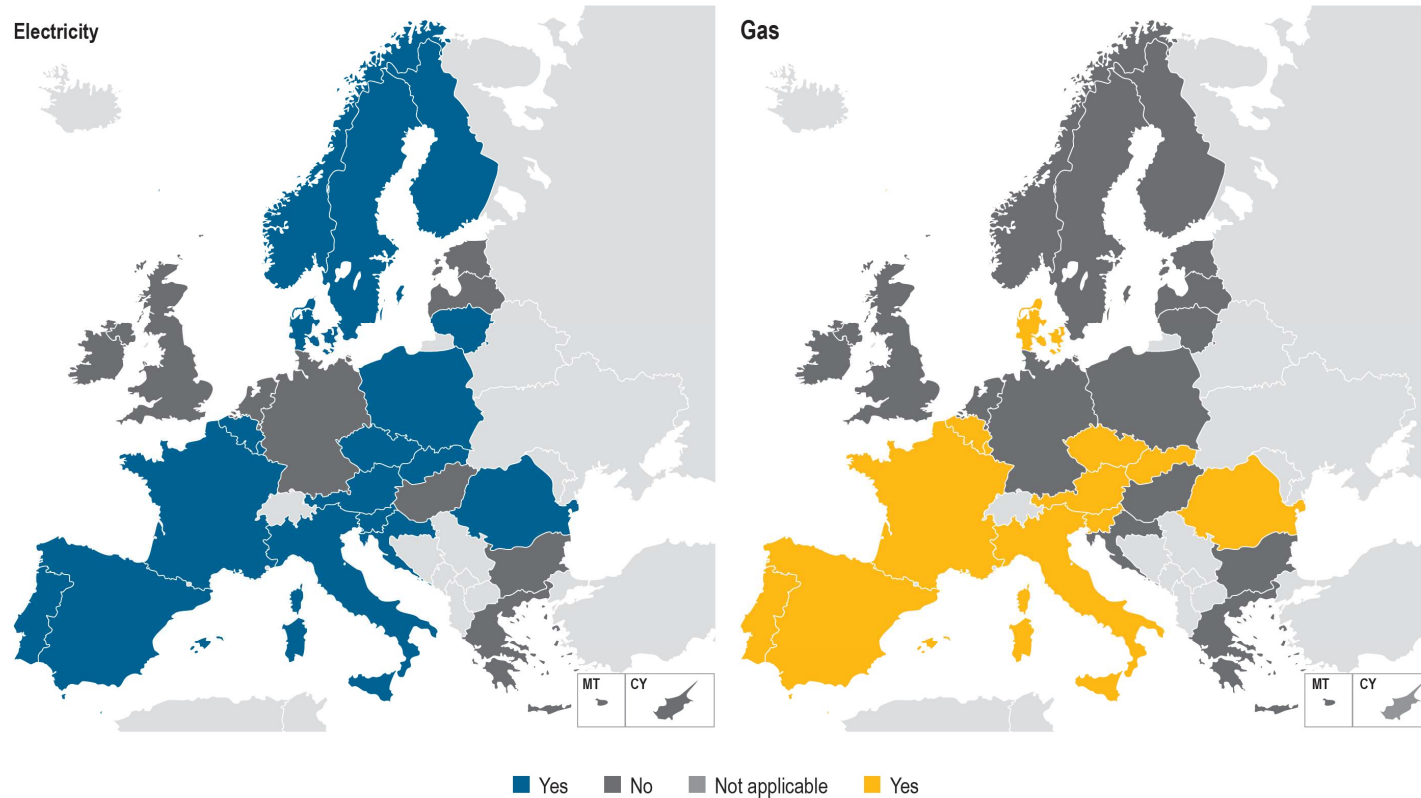
Information elements provided on household consumer bills in EU MSs and Norway – 2018 (number of MSs)



- Consumers already face “heavy information” bills across the continent
- More information yet to come according to Directive EU 944/2019

## Public authorities often operate a comparison tool

EU countries where a public authority provides a comparison tool in EU MSs and Norway – 2018

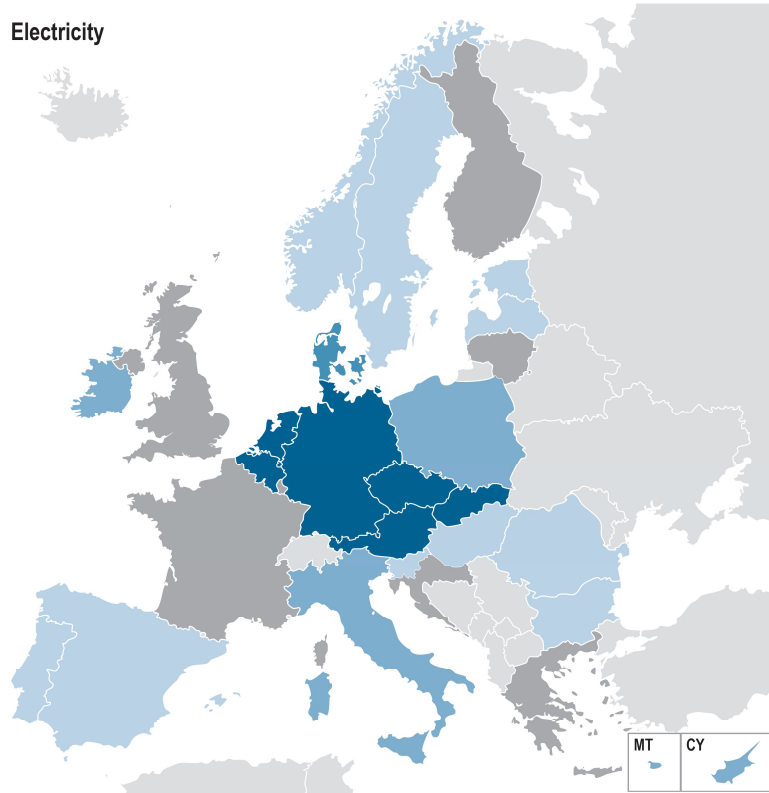


- Almost universally available, but variation in number of CTs per MSs, and their properties (coverage, reliability)
- Only 7 NRAs confirm at least 1 CT which fulfils all the criteria listed in Directive EU 944/20

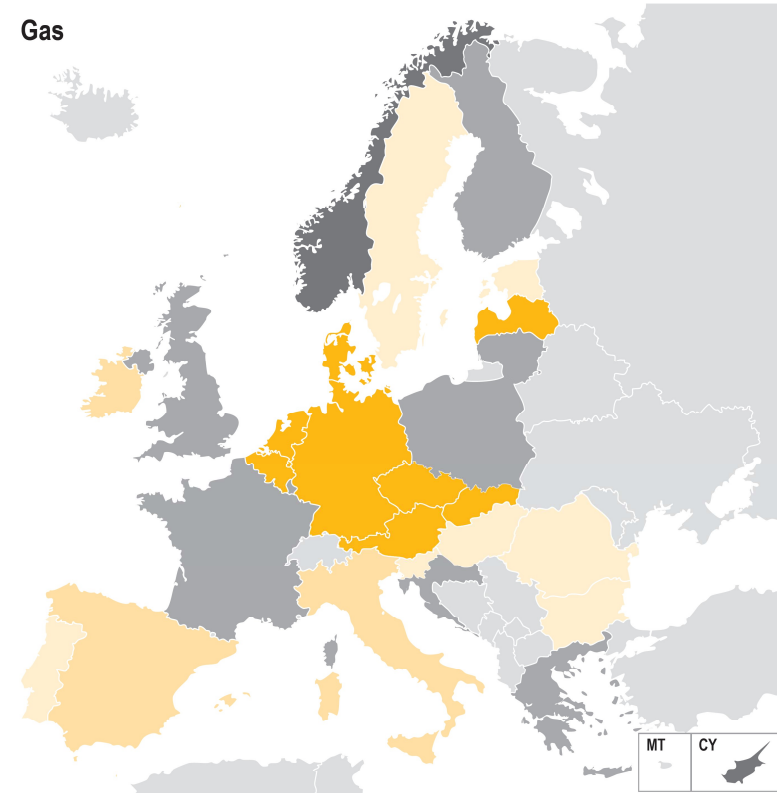
## Billing frequency is heterogenous across EU

Frequency of issuing energy bills to final household customers in EU MSs and Norway – 2018

Electricity



Gas



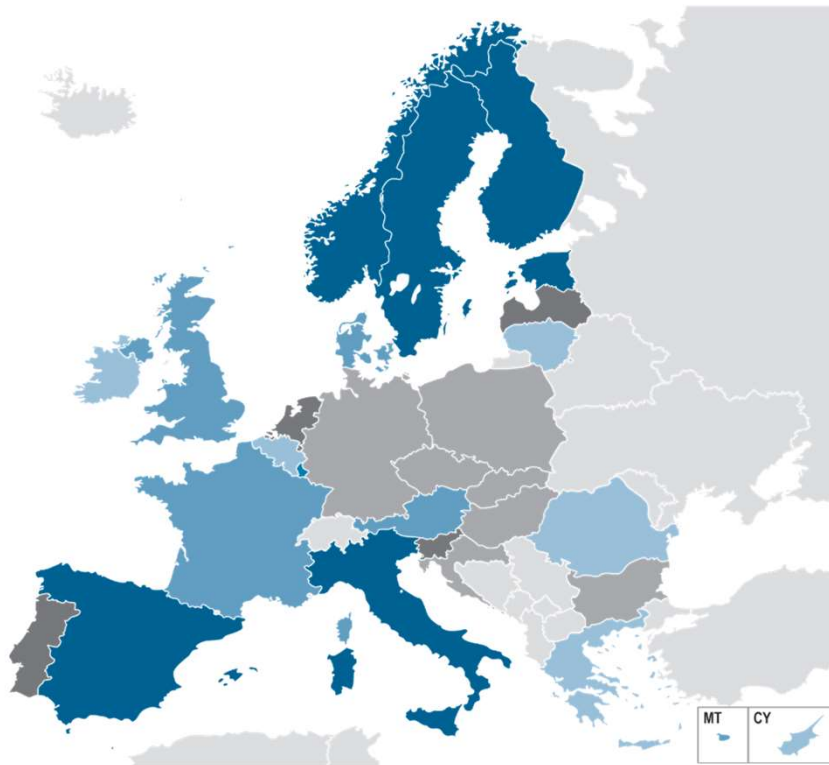
■ Annually    ■ Quarterly    ■ Bimonthly    ■ Monthly    ■ Other  
■ Annually    ■ Quarterly    ■ Bimonthly    ■ Monthly    ■ No gas

- No standard billing frequency across Europe
- Smart metering promotes the issuing of monthly bills

## Smart meter roll-out differs vastly by EU country

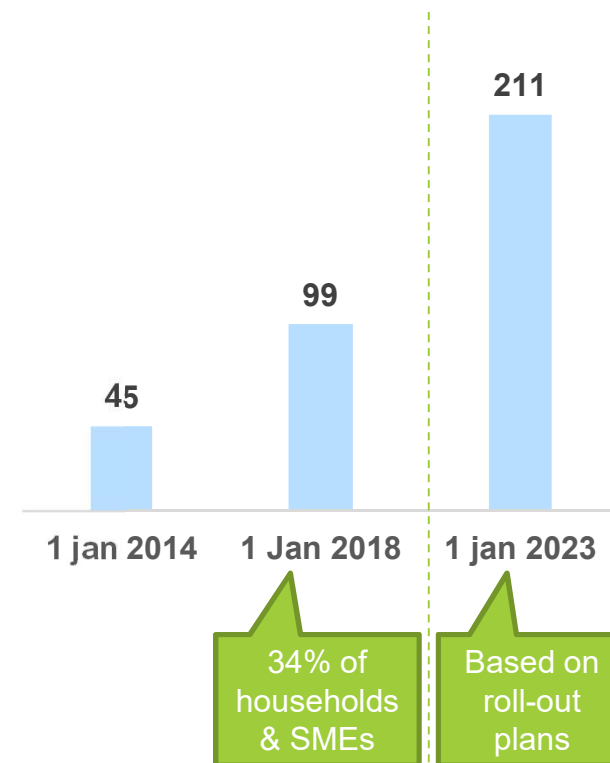
Target year by when the 80 % rate of electricity smart meters will be reached in EU MSs and Norway – 2018

Electricity



■ 2018 and before ■ In 2019 ■ In 2020 ■ In 2021 or later ■ No legal date set ■ Not applicable (no positive roll-out decision)

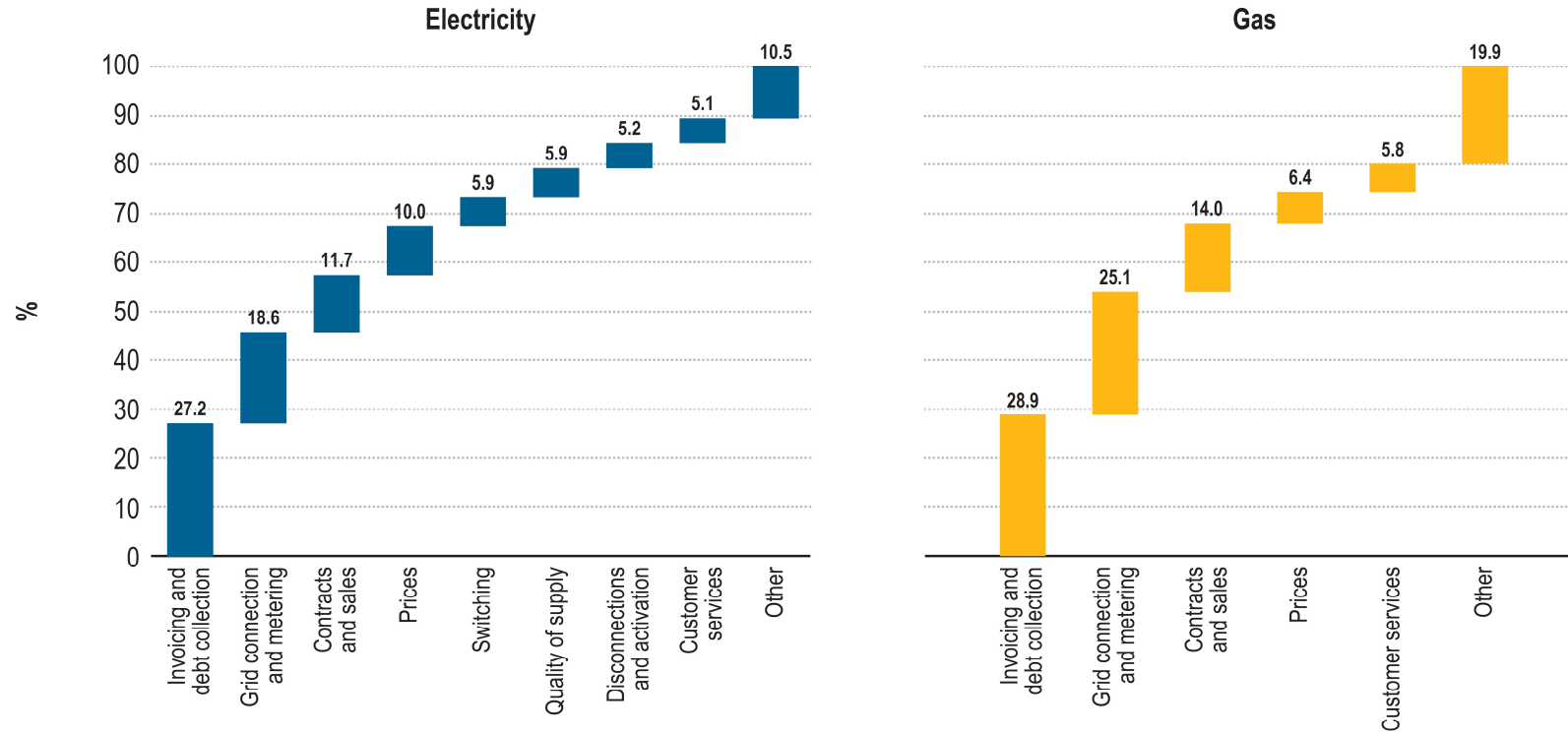
Electricity smart meter roll-out in million of metering points



Note: For gas smart meters the equivalent figure is 12 million metering points or 11%  
Sources: ACER/CEER Market Monitoring Report covering 2018, Consumer Protection and Empowerment Volume; Draft European Commission smart meter benchmarking report.

## Main complaint categories relate to invoicing, contracts and grid connection matters

Average national shares of types of final household consumer complaints in electricity and gas directly addressed to NRAs for EU MSs and Norway – 2018 (%)



- Main share of complaints is about bills, (dis)connections, prices and contracts
- Suppliers and DSOs often requested to respond within 1 month or faster
- NRAs often answer or forward complaints to responsible bodies – however, national ways of collecting complaint statistics varies vastly across Europe jeopardizing comparability

### Recommendations

- To avoid possible disparity of treatment between gas and electricity consumers: **improvements in consumer rights and information introduced by the CEP should be somehow “mirrored” in EU gas legislation**, regardless of new EU legislation to be issued in the future.
- To design **SOLR mechanisms** in ways that enable and promote consumer engagement in liberalised energy markets
- To consider the main gaps between the current and the future situation regarding the implementation of the **Recast Electricity Directive**:
  - » **Electricity smart meter roll-out**: challenging timeline
  - » **Comparison tools** (CTs) for electricity: minimum requirements for electricity CTs now mandatory. Offers for dynamic electricity price contracts to be included
  - » **Definitions and monitoring of energy poverty**
  - » **Citizen energy communities**: EU countries to provide an enabling regulatory framework according to the provisions of Article 16
  - » EU countries **to adapt complaints treatment procedures** to reflect Article 26, which implies that the participation of energy suppliers in dispute settlement procedures is mandatory

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## Objectives of electricity wholesale markets monitoring

“Contribute to an efficient integration of EU electricity wholesale markets”, by answering two main questions:

- » What is the current level of market integration? (Analysing the recent past)
- » What else is needed to enhance market integration? (Recommendations for the near future)

## Key findings at a glance

Objective (CEP)	Target	Indicator	Current level
“Efficient use of the available cross zonal capacity”	<b>100%</b>	Efficient use of cross-zonal capacity across all market timeframes	✓ <b>87%</b> in the DA timeframe
“Maximise the amount of cross-zonal capacity available for trade”	<b>70%</b>	share of capacity of network elements offered for trade	✗ <b>Often below 20%*</b>
“Ensure security of supply in a cost-efficient manner”	Capacity markets should be implemented only when and where adequacy issues are expected and after removing market distortions	✗	Potential inconsistency between established CMs and expected adequacy issues

*\*For example, in the CWE region the average capacity available for trade on the weakest network each hour was below 20% for the period 2016-2018*

## Outline

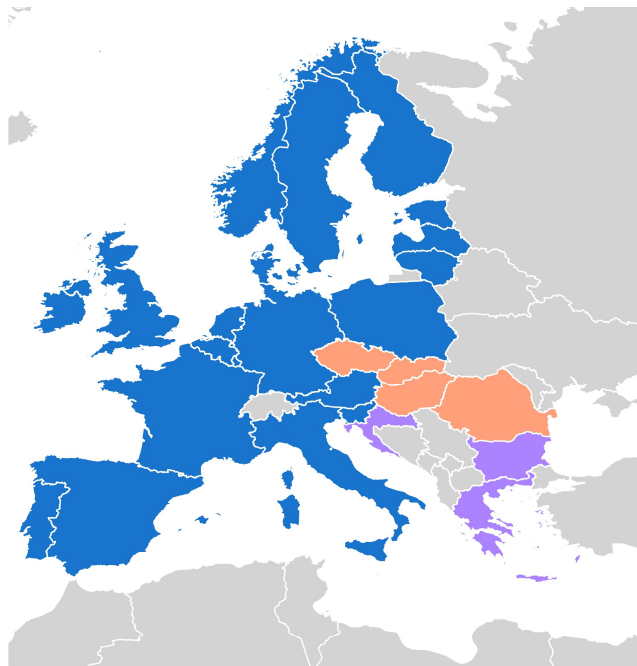
- **Electricity wholesale markets**

- Efficient use of commercial cross-zonal capacity
- Amount of commercial cross-zonal capacity
- Capacity markets and adequacy issues

## The completion of DA and ID markets integration through market coupling is getting closer...

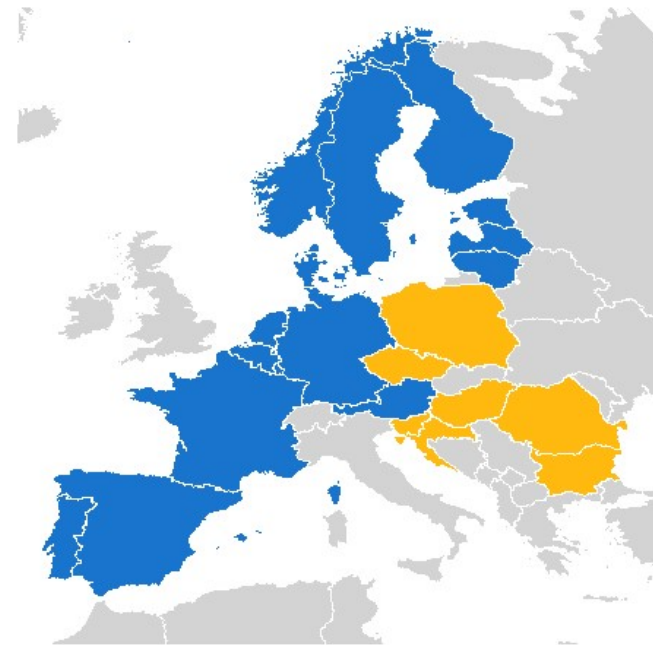
Implementation status of single DA and ID market coupling (November 2019)

Day-ahead



4MMC MRC Not Coupled Yet

Intraday

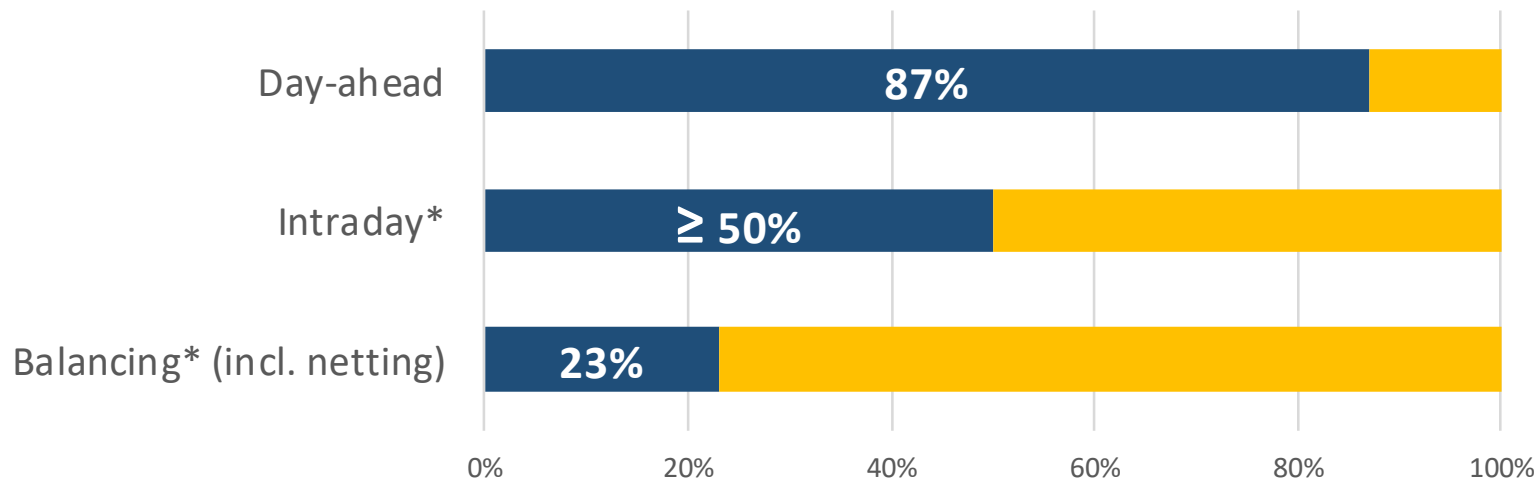


First Wave Second Wave

Note: Second XBID wave expected for 19 November 2019.

**..as a result, the (limited) cross-border capacity made available to the market is used very efficiently in the DA timeframe. In the ID and balancing timeframes there is significant room for improvement.**

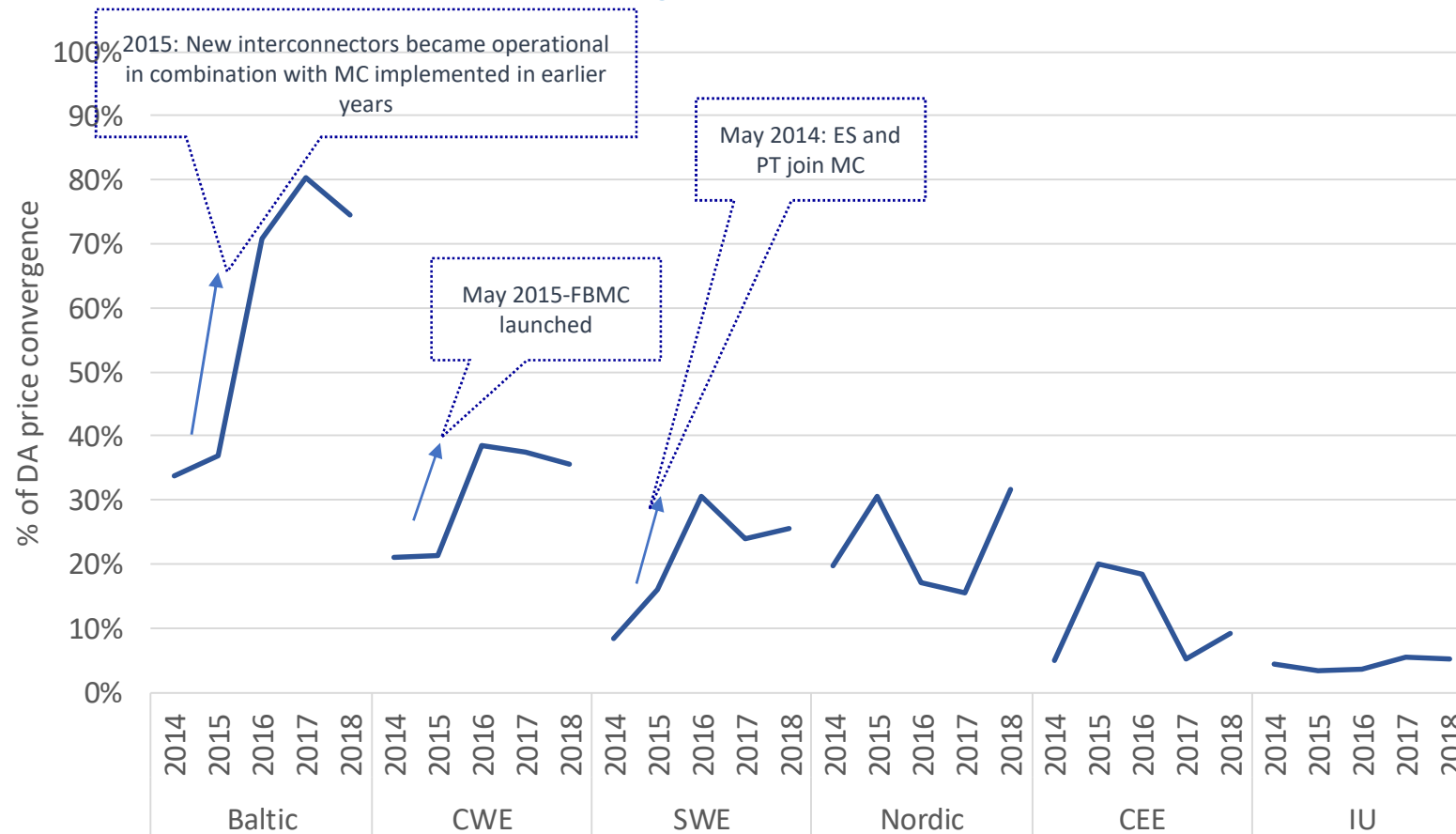
**Efficient use of interconnectors in the different timeframes in 2018 (%)**



Note: \* ID and balancing values are based on a selection of EU borders.

## Market coupling contributes to price convergence, although price convergence is not an objective as such

DA price convergence in Europe – 2014–2018 (% of hours)



**Market coupling brings additional benefits, e.g. increased ID liquidity enabling market participants' access to a larger portfolio of bids and offers to balance their positions**

Monthly evolution of the cross-zonal intraday traded volumes for all continuous trading markets 2017–2018 (TWh)



## Outline

- **Electricity wholesale markets**
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## The amount of cross-zonal capacity: Background

- **The calculation of cross-zonal capacity is crucial for the internal electricity market.** It should ensure the efficient management of network congestion, along with the management of remedial actions, network investments, and the definition of bidding-zones
- Although some progress was achieved in this area over the years, **the level of efficiency, transparency and non-discrimination expected by the European legal and regulatory framework has not fully been reached.**
- **The recast Electricity Regulation provides a new opportunity** to improve congestion management while ensuring a minimum level of cross-zonal capacity **(70% target\*)**

Regulation 2019/943 introduces “...the following minimum levels of available capacity for cross-zonal trade [...]:

*for borders using a coordinated net transmission capacity approach, the minimum capacity shall be 70% of the transmission capacity respecting operational security limits after deduction of contingencies [...]*

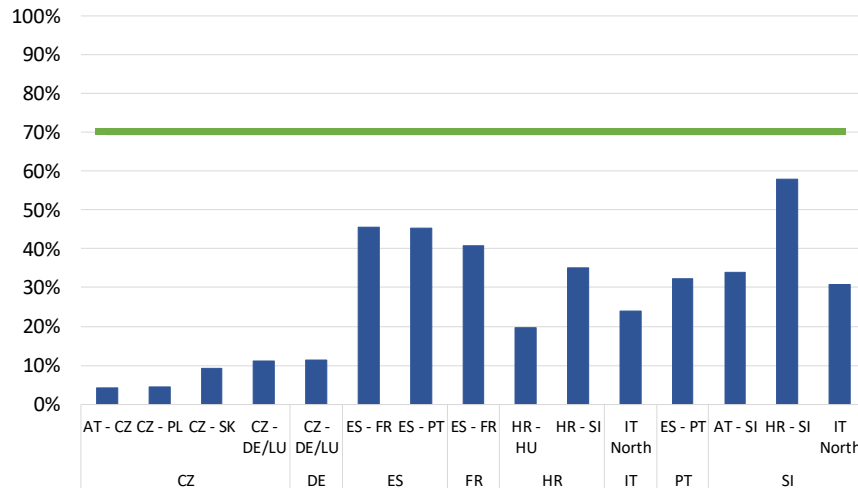
*for borders using a flow-based approach, the minimum capacity shall be a margin set in the capacity calculation process as available for flows induced by cross-zonal exchange. The margin shall be 70% of the capacity respecting operational security limits of internal and cross-zonal critical network elements, taking into account contingencies [...]*”

## The 70% target in the CEP

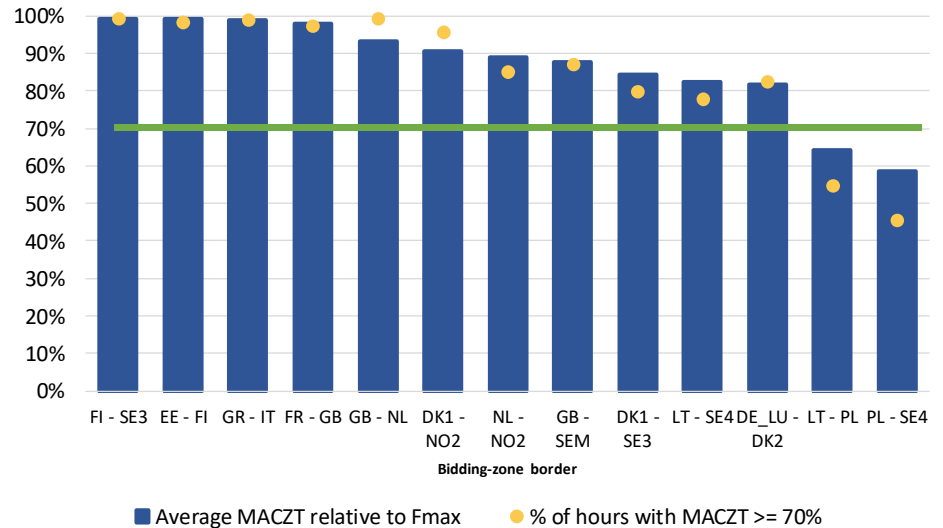
- Following a request from the cross-border committee, **ACER**, in close coordination with the EC, NRAs, TSOs and ENTSO-E, **adopted a Recommendation in August**
- Based **on this Recommendation**, and on ad-hoc data provided by TSOs, the **levels of margin available for cross-zonal trade (MACZT) can be estimated in a harmonised manner.**
- **The monitoring of MACZT estimates the flows induced by cross-zonal trade within the EU** (and with third countries, subject to conditions)

## Increasing the share of physical capacity offered for cross-zonal trade remains a priority: important efforts needed to reach the 70% CEP target

**Average relative margin available for cross zonal trade (MACZT) on selected AC bidding-zone borders in Europe – 2016–2018**



**Average relative MACZT and percentage of time when the minimum 70% target is achieved on DC bidding-zone borders in Europe – 2016–2018**



*Note: The average relative MACZT is computed over all declared critical network elements, taking EU bidding-zone borders into account. The margin available for trade on a given border is displayed from the perspective of the two Member States at both sides of the border. Member States and borders are selected based on the confidence in data, i.e. only borders for which the confidence was sufficient are displayed.*

**The inclusion of third countries (e.g. Switzerland) may significantly impact MACZT in some regions, such as e.g. Italy North**

Average relative MACZT in the IT North region, 2016-2018



Notes:

For each Member State, the value on the left describes MACZT for IT North excluding all exchanges with Switzerland

For each Member State, the value on the right describes MACZT for IT North taking full account of the NTC on the Italy – Switzerland border

Both values are computed based on the same set of NTCs and schedules

## Outline

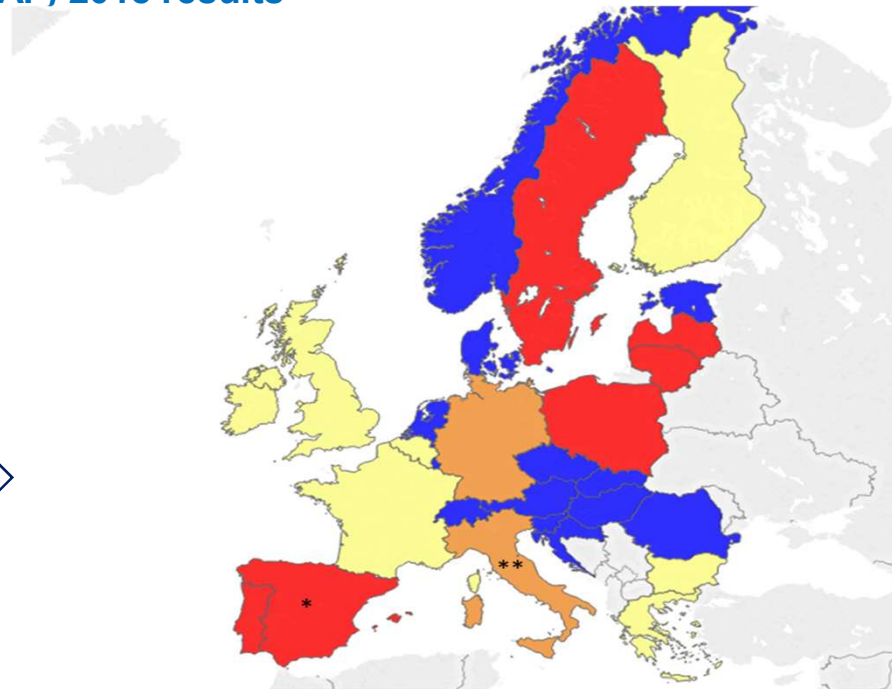
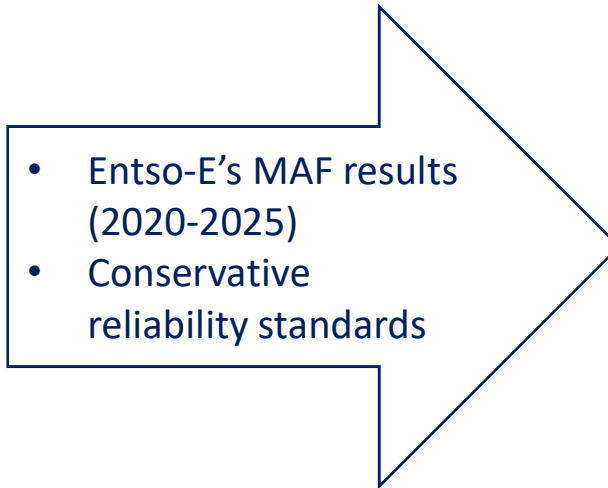
- **Electricity wholesale markets**
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**Several Member States have established or plan to establish a Capacity Mechanism, whereas a number of these Member States do not seem to face an adequacy problem in 2020 or 2025**

**Facts:**

- *CMs continued to emerge in Europe (six mechanisms approved by the EC in February 2018).*
- *More than **2.5 billion euros** spent in CMs in Europe in 2018. Costs related to CMs expected to increase in the future.*

**Perceived need for Capacity Mechanisms based on the ENTSO-E mid-term adequacy forecast (MAF) 2018 results**

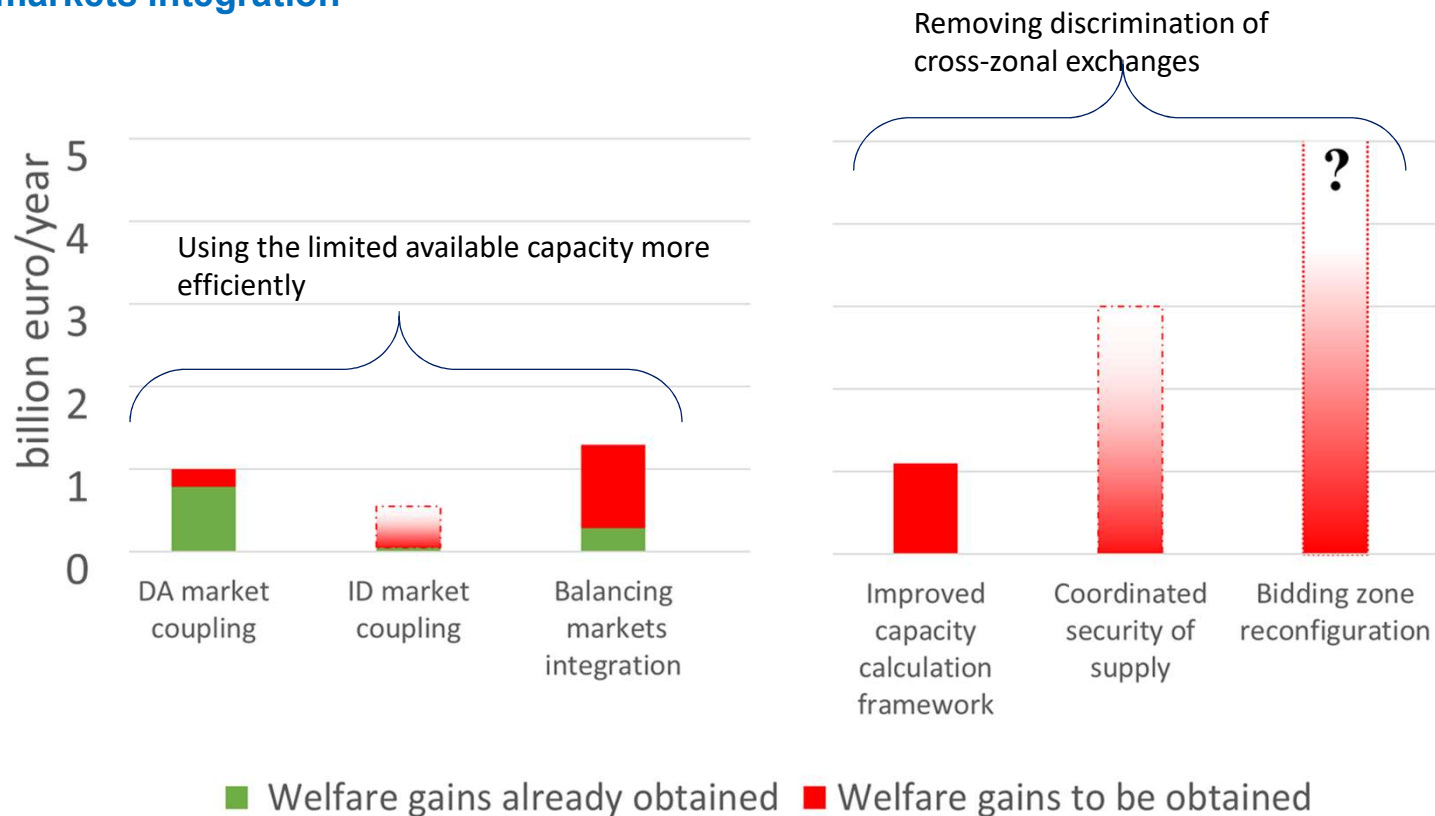


■ No CM  
 ■ CM adopted/operational - possible national SoS issue in MAF  
 ■ CM adopted - no national SoS issue in MAF  
 ■ CM operational - no national SoS issues in MAF

*Note: In Spain (\*), the CM used to comprise “investment incentives” and “availability payments”. The availability payments were removed in June 2018 and the investment incentives only apply to generation capacity installed before 2016. In Italy (\*\*) the analysis suggests potential adequacy issues at the bidding zone level, in Italy-Centre-North and Italy-Sicily, rather than at the national level.*

The recommendations included in preceding MMRs remain valid: Any step to remove the discrimination of cross-zonal exchanges will bring significant benefits to end-consumers

Social welfare\* benefits already obtained and to be obtained from various actions intended to increase EU markets integration



Note: \*Gross benefits. The fading color for some categories reflect that the welfare gains are based on third party estimations and/or subject to considerable uncertainty.

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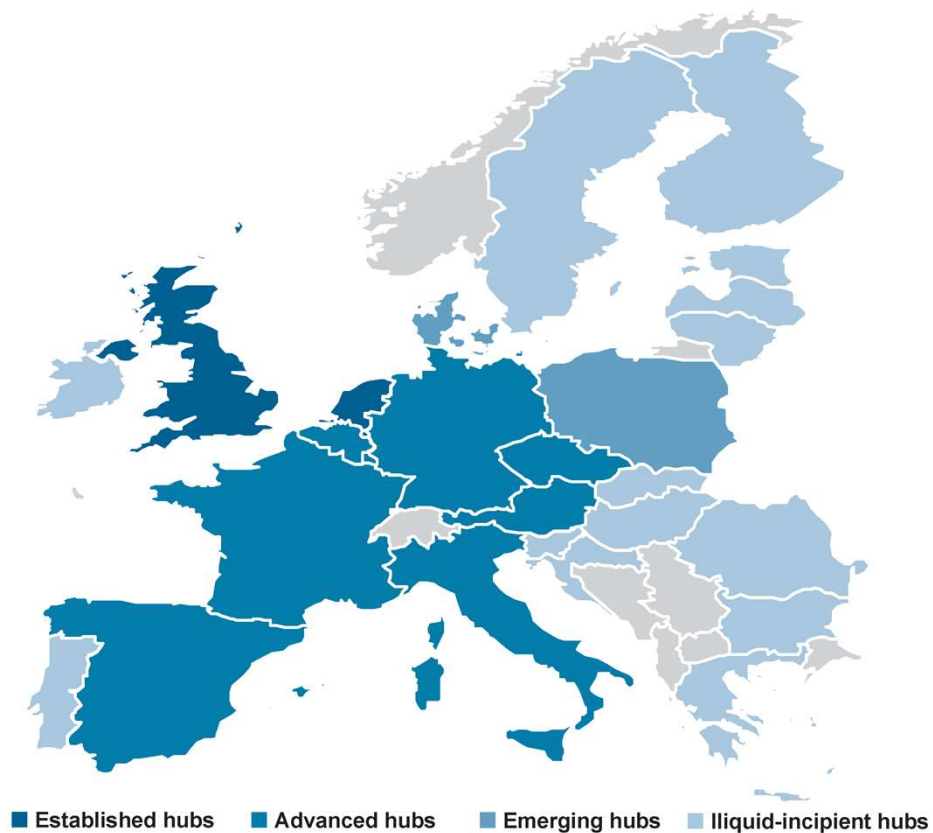


## Market overview in a nutshell

- **Demand dropped after 3 years' growth**
  - Lower gas-fired power generation and milder weather were the key drivers (**-3.7% YoY**)
- **EU dependency on external imports keeps raising**
  - Domestic production fell (**-6.5% YoY**) chiefly due to Groningen cap
  - Modest progress of biogas production (**4% of EU supply-share**)
  - Gazprom deliveries rose by further endorsing hub-price models (**>35% of EU supply-share**)
  - LNG imports went 10% up (**10.5% of EU supply-share**). Russia and US reducing the dominance of Qatar
- **Gas prices are turning more volatile, increasingly influenced by global dynamics**
  - International gas prices are further converging and guided by energy commodities' price dynamics
  - EU hub prices rose across most 2018, driven by oil and coal price escalation and higher Asian demand
  - From autumn 2018 EU hub prices have been decreasing sharply aided by higher LNG imports
- **7% more gas changed hands at transparent trading platforms compared to 2017**

## The functioning of the internal gas market is generally improving, except in a few Member States

### 2018 EU gas hubs categorization based on AGTM metrics



**A gradual improvement of metrics' results is observed since 2013**

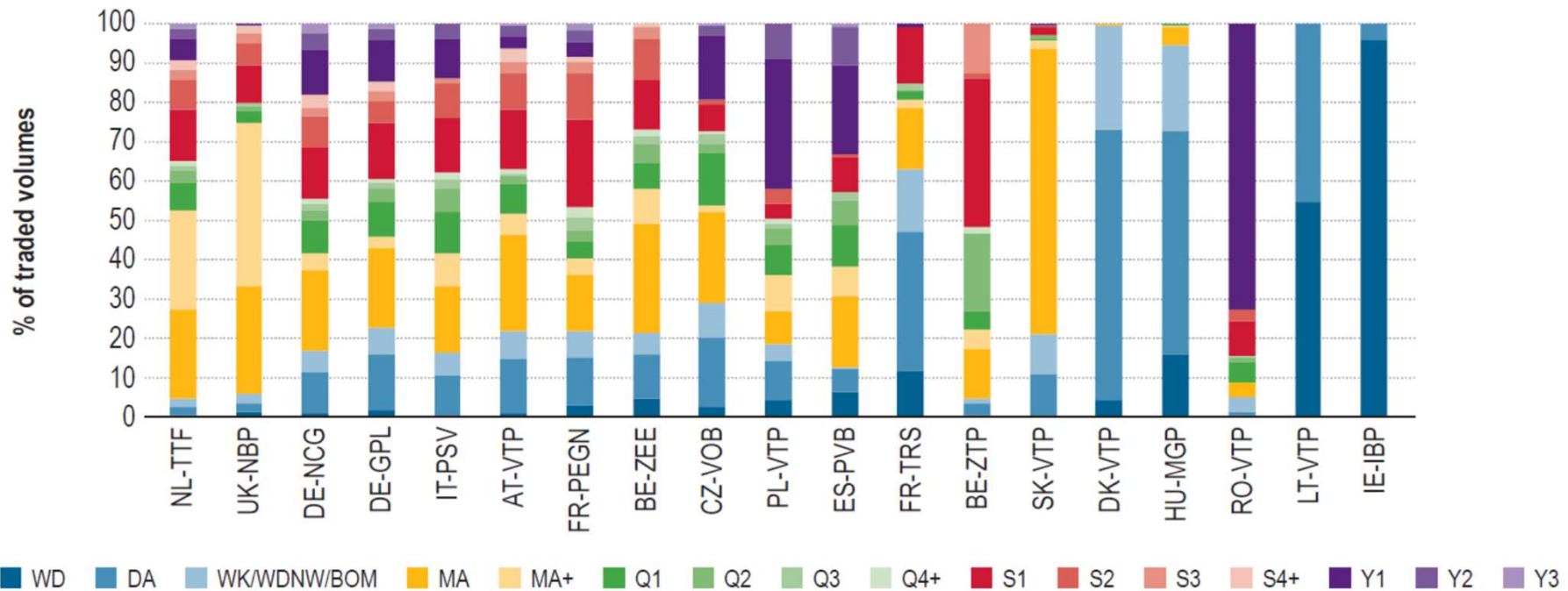
- Traded volumes up
- Diversity of hub products improving
- Several hubs functioning better
- Higher price convergence

**But**

- Some 'hubs' are not taking off
- Limited improvement in terms of forward liquidity
- Most hubs remain at some distance from AGTM targets

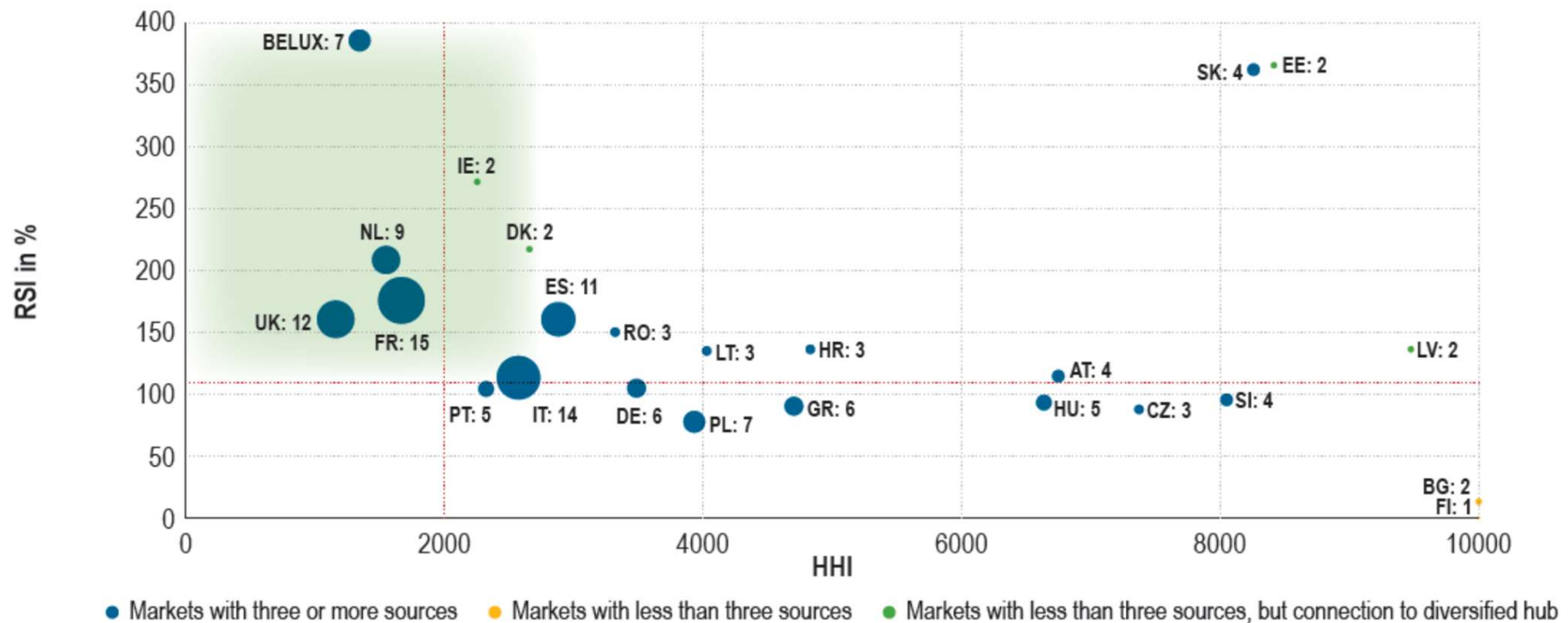
## More advanced hubs tend to have more forwards in their product portfolio

Breakdown of traded volumes per hub product at the trading venues of selected hubs– 2018 – (% of traded volumes) and TWh/year



## Structural aspects that impact markets' functioning are gradually improving

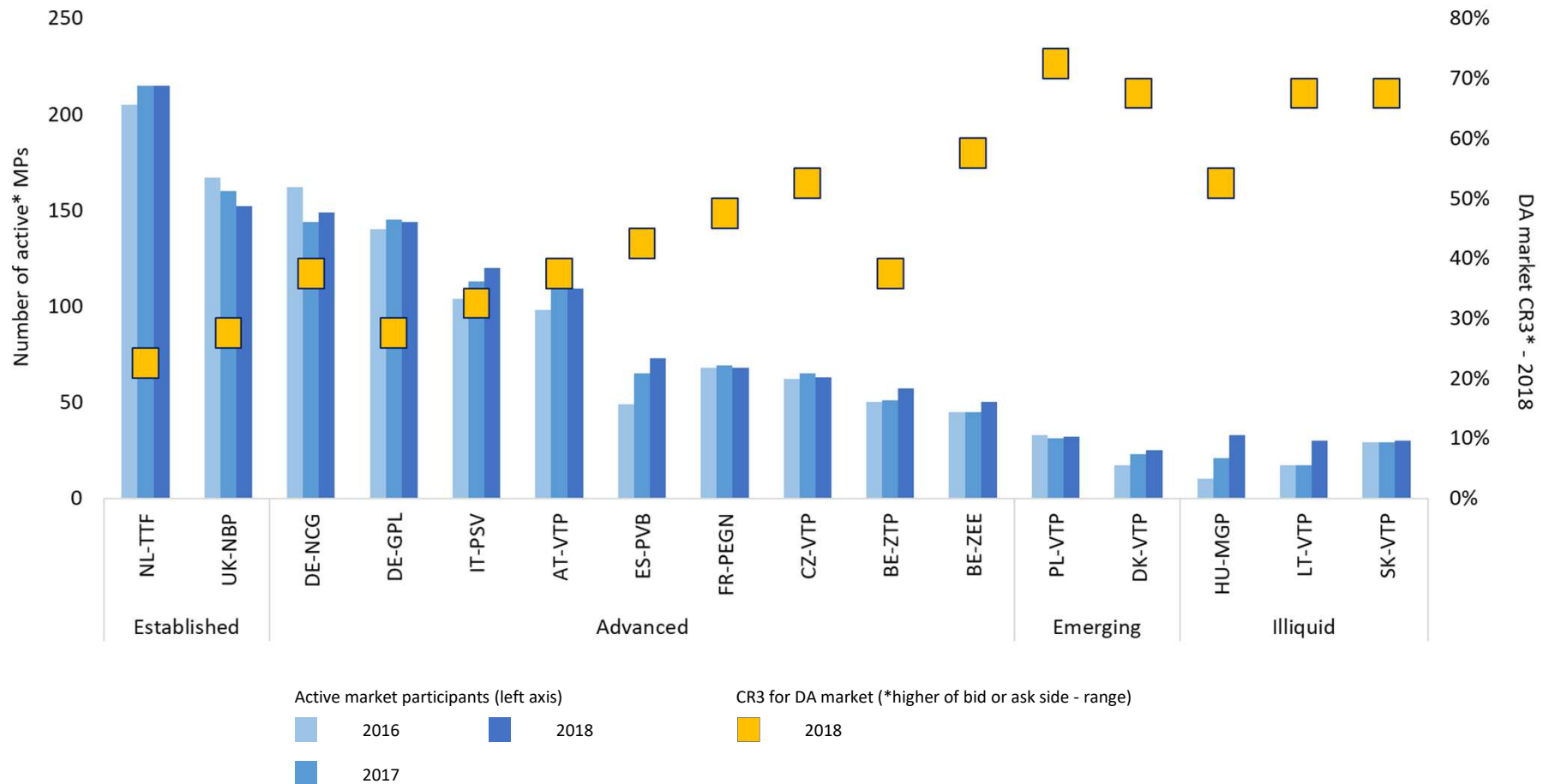
### Overview of AGTM market health metrics per MS – 2018



- MSs with developed hubs tend to present better results
- High upstream market concentration is the main challenge

## Growth in number of market participants actively trading at the hub is contributing to better market functioning

Number of active market participants\* (left axis, 2016 - 2018) and DA market concentration (right axis, CR3 - 2018)



\* Criteria for *active* is 1 trade by MP in the calendar year  
Source: ACER calculation based on REMIT data

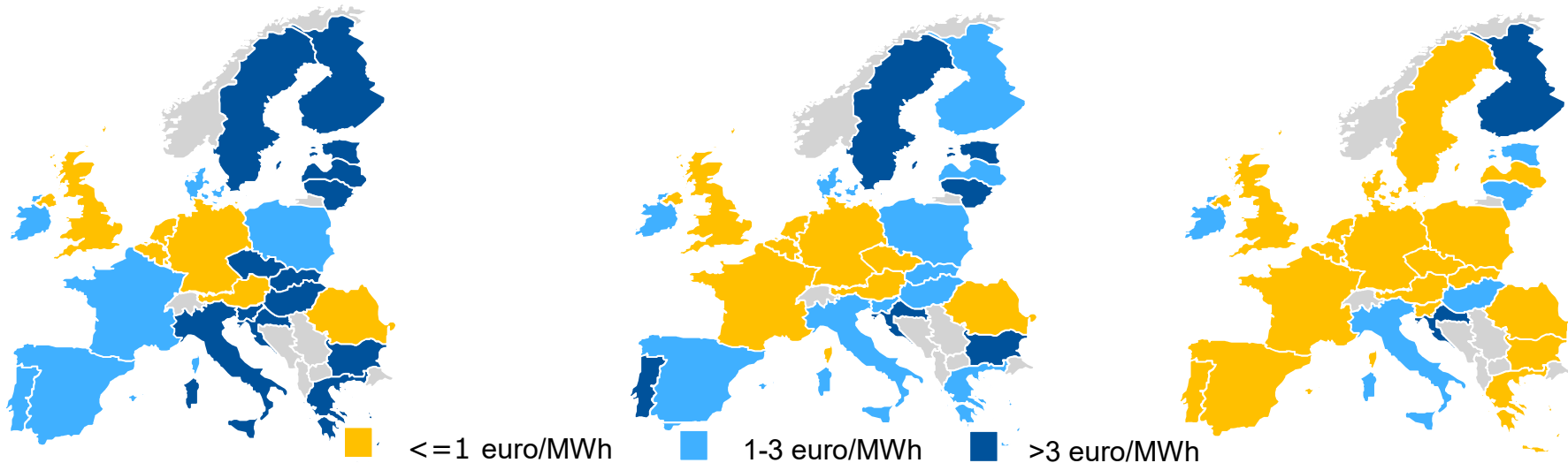
## High degrees of gas supply cost convergence have been reached across most parts of the EU

Calculated gas supply sourcing cost\* compared to TTF - estimates

2013: TTF = 27.2 € /MWh

2015: TTF = 21.0 € /MWh

2018: TTF = 20.8 € /MWh

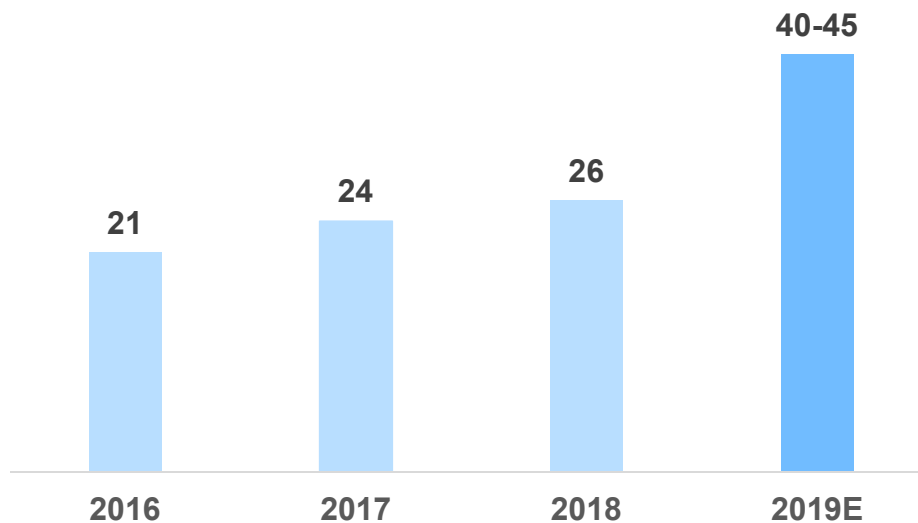


- What matters most is competition, less proximity to sources...

\* Note: Suppliers' sourcing cost assessment based on a weighted basket of border import and hub product prices.

**All of this is helped by well established and interconnected European gas infrastructure (pipes, LNG, UGS) and regulation (e.g. reverse flows, NCs) resulting in low congestion levels**

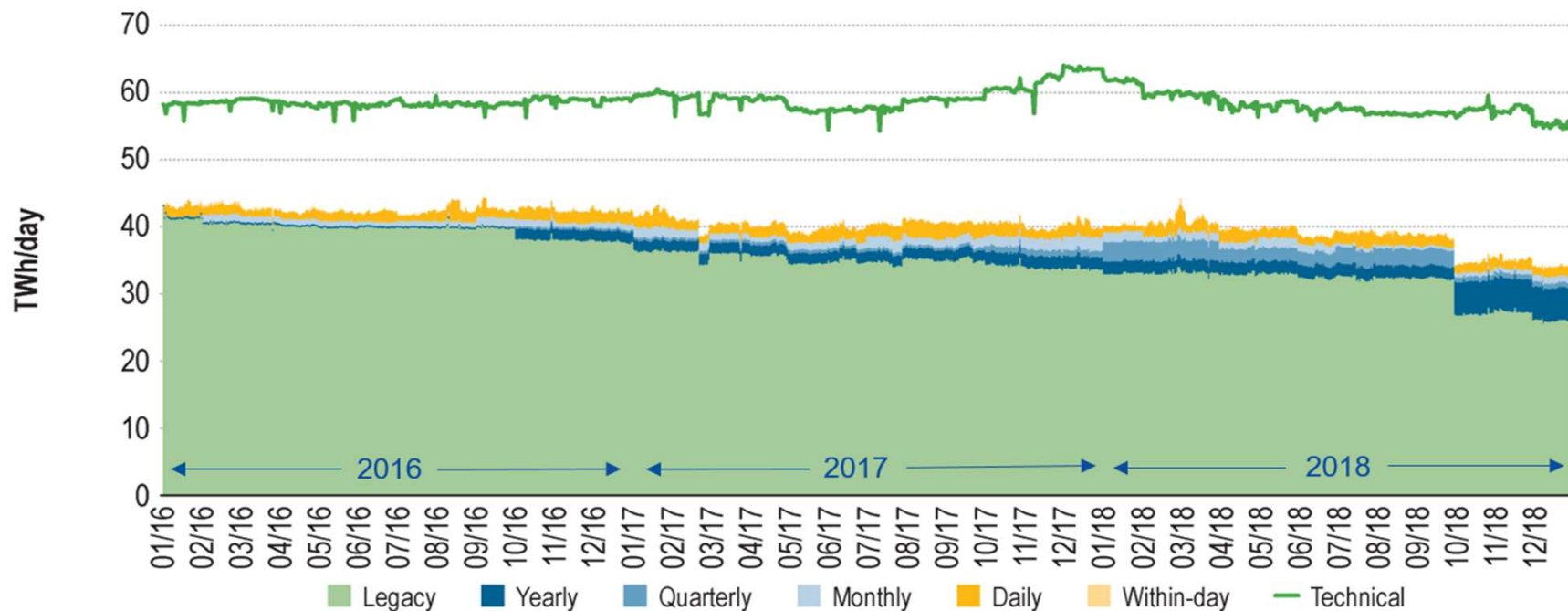
**LNG example: Average utilisation rate of technical regasification capacity of LNG terminals in 2018 - %**



- The EU can attract surplus LNG cargoes due to inter alia market size, spare regasification capacity and ample UGS

## Capacity made available through CAM enables shippers to respond to changes in short-term fundamentals

Type and volume of capacity booked at intra-EU gas IPs across 2016-2018, TWh/day





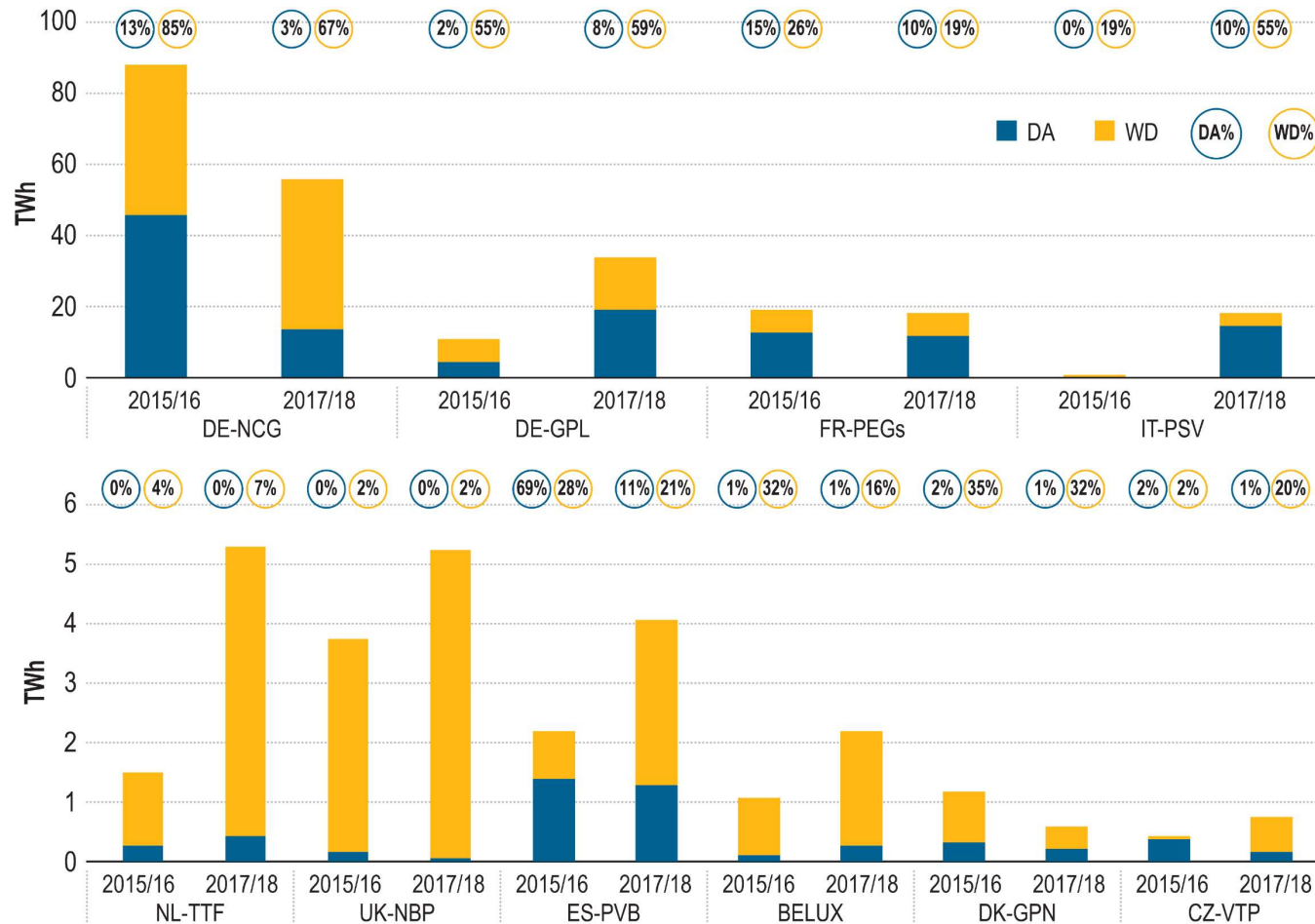
## Capacity bookings patterns are evolving which may impact price convergence in coming years

IP type	Characteristics	Bookings	Impact on convergence
Core to supply	<ul style="list-style-type: none"> <li>Supply route linked to entry, demand areas</li> </ul>	<ul style="list-style-type: none"> <li>High replacement expected</li> </ul>	<ul style="list-style-type: none"> <li>Current situation to continue</li> </ul>
Portfolio optimisation	<ul style="list-style-type: none"> <li>Important for managing positions in adjacent markets</li> </ul>	<ul style="list-style-type: none"> <li>Reasonable replacement expected</li> </ul>	<ul style="list-style-type: none"> <li>Current situation to continue</li> </ul>
Periodic supply	<ul style="list-style-type: none"> <li>Periodic but mostly for seasonal demand</li> </ul>	<ul style="list-style-type: none"> <li>Could diminish Driven by hub price signals</li> </ul>	<ul style="list-style-type: none"> <li>Periodically lower when IP sets marginal supply price</li> </ul>
Near idle	<ul style="list-style-type: none"> <li>Less and less used</li> </ul>	<ul style="list-style-type: none"> <li>Low replacement expected</li> </ul>	<ul style="list-style-type: none"> <li>Lower</li> </ul>

Up to now no impact on convergence can be observed

## The BAL NC has benefited spot markets' liquidity where in place

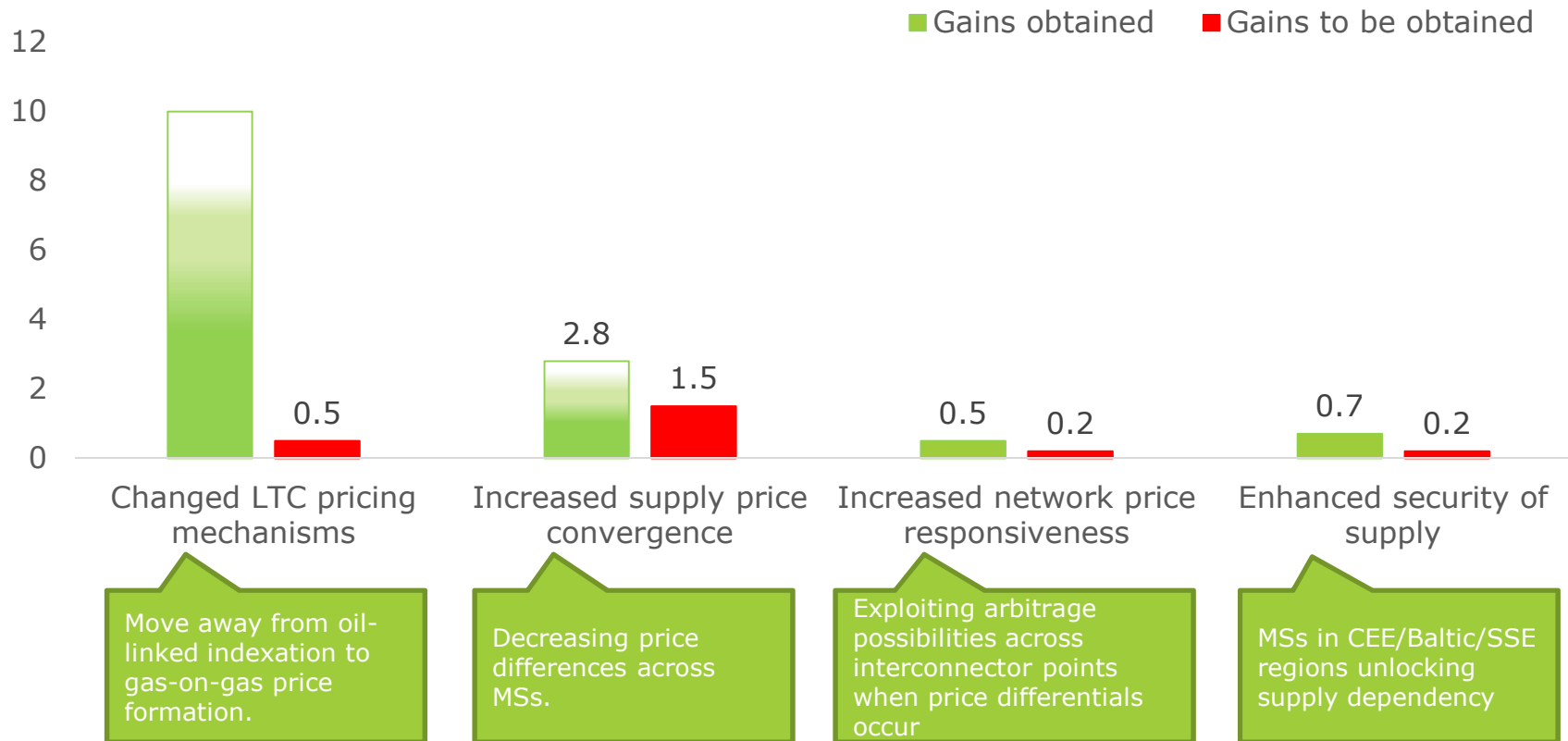
### TSO share of hub's spot markets and their correspondent TSO traded volumes for the gas years 2015/16 and 2017/18 at selected hubs – % and TWh



- TSOs' role in balancing is becoming more short-term and residual
- Clear rules on imbalance charges and reliable information given to shippers increases their confidence to take positions on spot markets, hence backing hubs' liquidity

## EU gas consumers are receiving tangible benefits from better functioning wholesale markets and could gain even more

Estimation of annual welfare gains since 2013 in billion euros for selected categories



The estimated gains of the various categories can not be summed up because they are interrelated

Notes: Gains obtained are the annual average benefits for 2013-2017. Gains to be obtained correspond to annual potential for 2018-2020. Fading coloration means that this is partly driven by non-regulatory factors like international price and market events.

Source: ACER calculations

## Conclusion

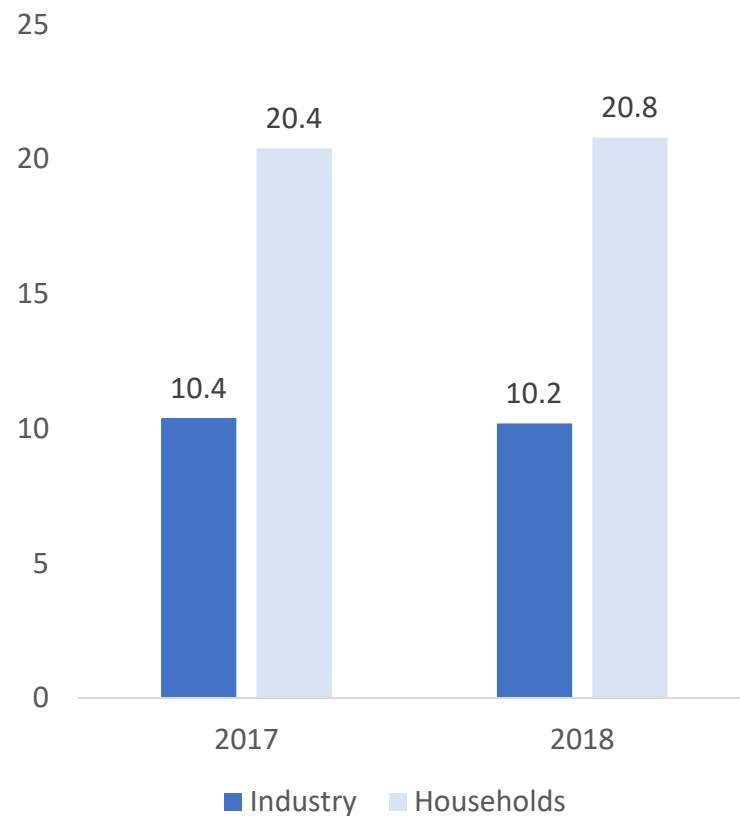
- **No fundamental change** in the EU gas regulatory framework is needed as the model has proven its value; i.e. the market is already functioning well for 70-80% of gas consumption
  - But **NCs fitness** should regularly be assessed and ability to have technical amendments made quicker
    - Some codes still under implementation, e.g. TAR NC. Once implemented there could be room to update them in line with market functioning
    - Fully implement the BAL NC in those MSs lagging behind. If not, take corrective actions
    - The possibility to increase the frequency of CAM auctions should be further discussed
  - **Specific measures** could be needed to further enhance the IGM especially in those MSs that have challenges to move to a functioning gas market
    - e.g. exploring gas release programmes

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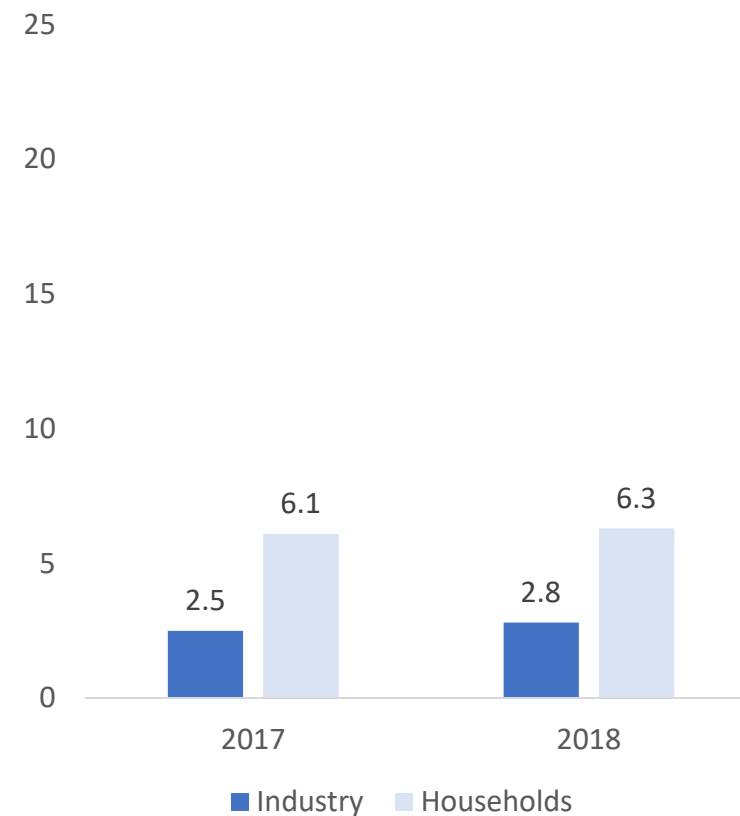
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## Electricity and gas prices in the EU increased slightly year on year

**Final electricity retail prices in euro cents/KWh**



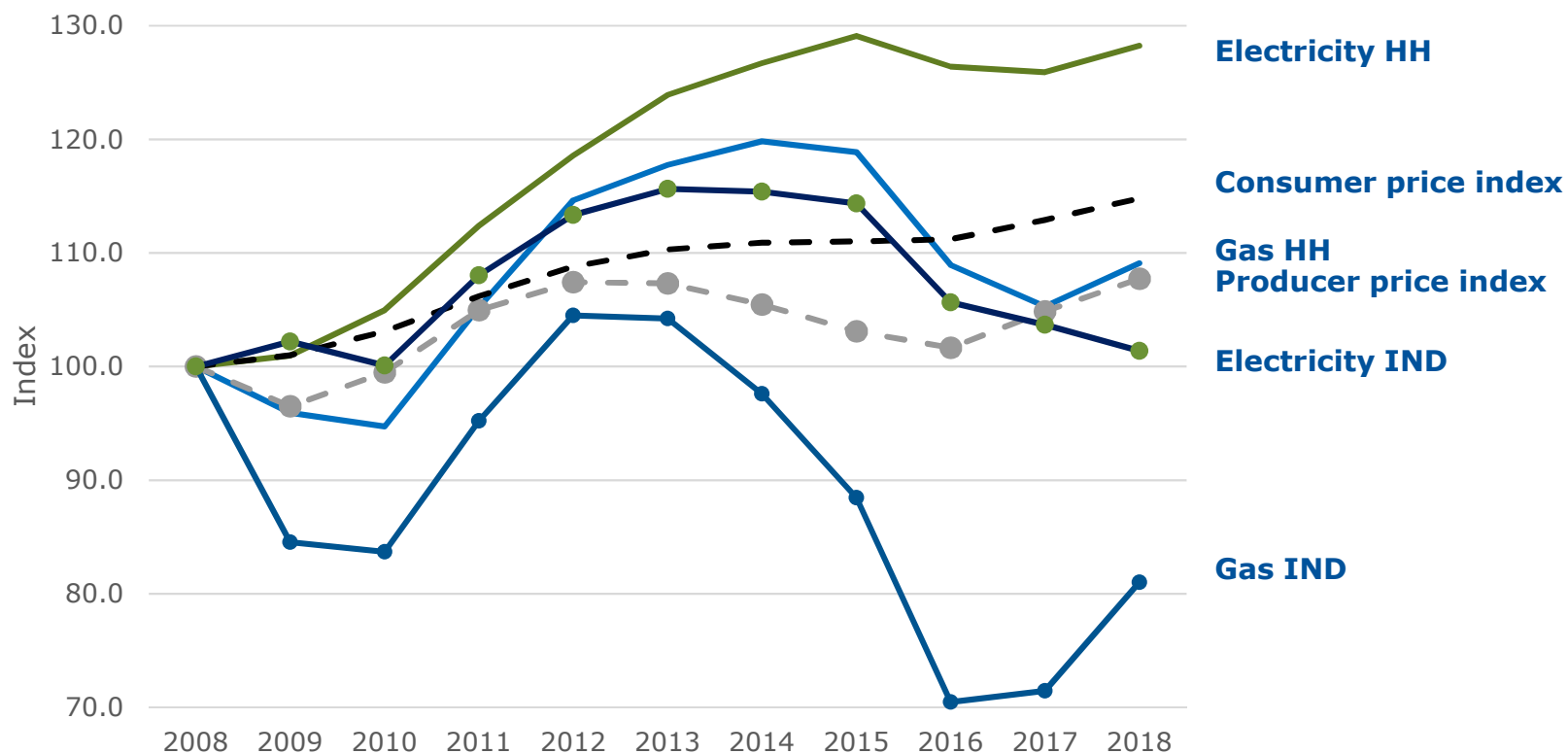
**Final gas retail prices in euro cents/KWh**



Note: for electricity: Band Dc 2,500-5,000 kWh (households), Band IE 20,000-70,000 Mwh (industry) - for gas: Band D2 20-200 GJ (households), Band I5 1,000,000-4,000,000 GJ (industry)  
Source: Eurostat

## Set against relevant price indexes only electricity household prices exceed inflation 'since liberalisation'

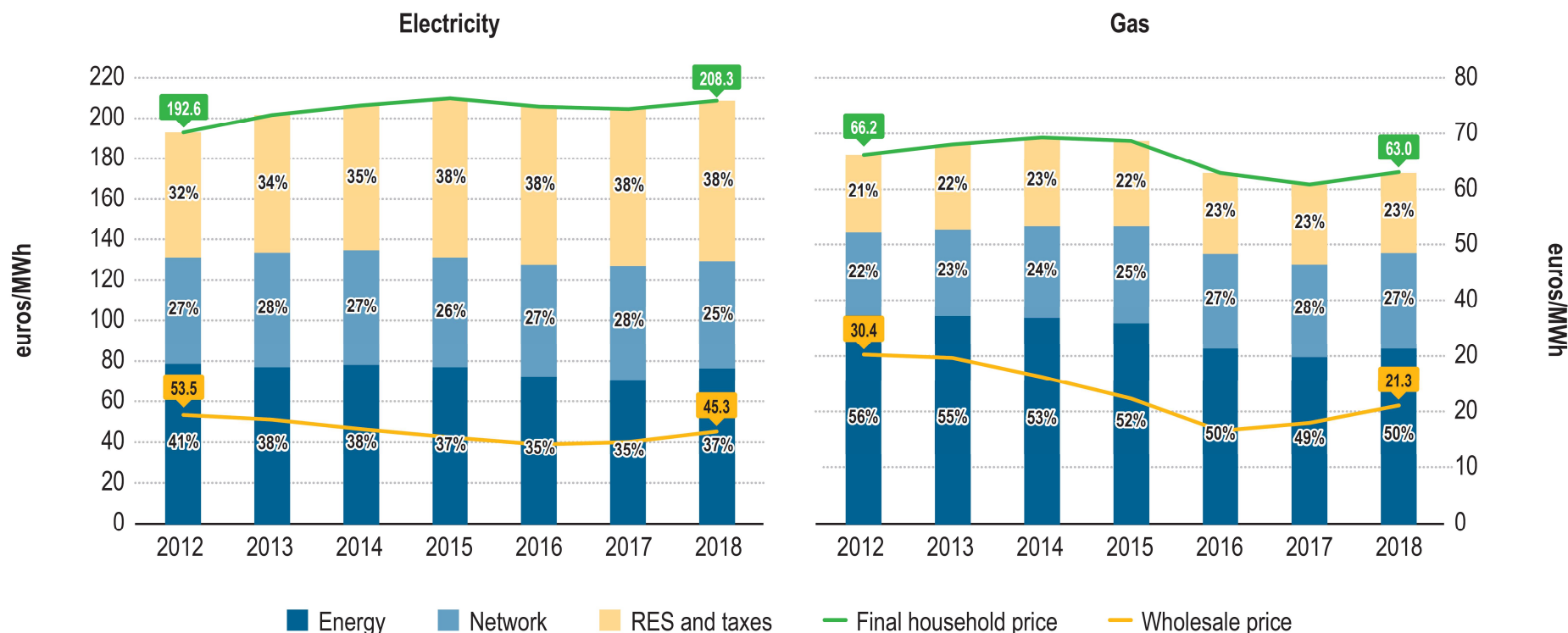
### Evolution of electricity and gas retail indexed prices set against price indexes - 2008-2018



Note: The consumer price index is the Harmonised Index of Consumer Prices; The producer price index covers the producer prices in industry. Both indexes are weighted in accordance to the size of the individual MSs.  
Source: Eurostat; ACER

## After years of decline the share of the energy component in both electricity and gas seems to be stabilizing

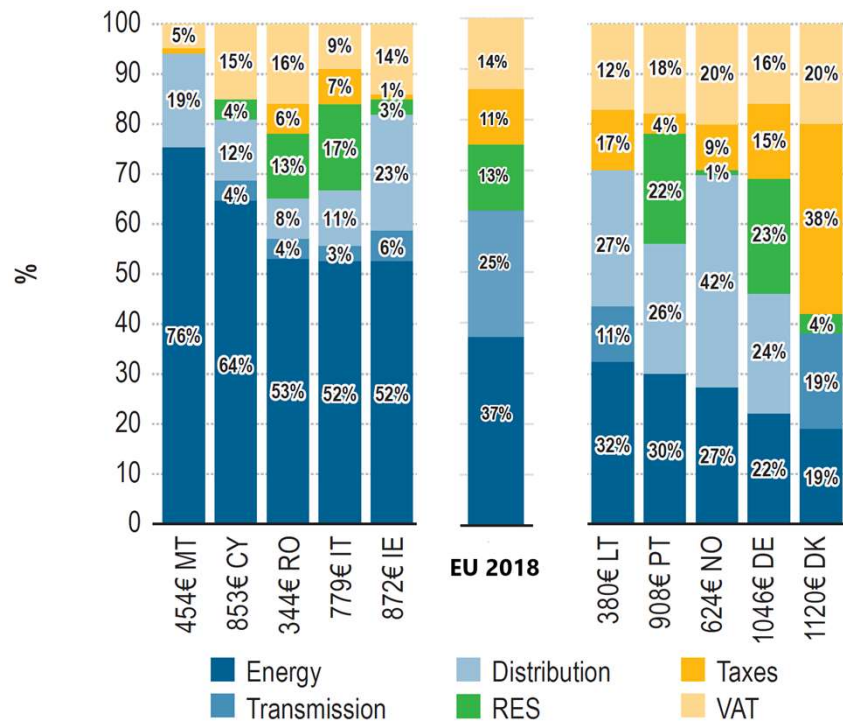
### Breakdown of final retail prices for electricity and gas household consumers 2012-2018



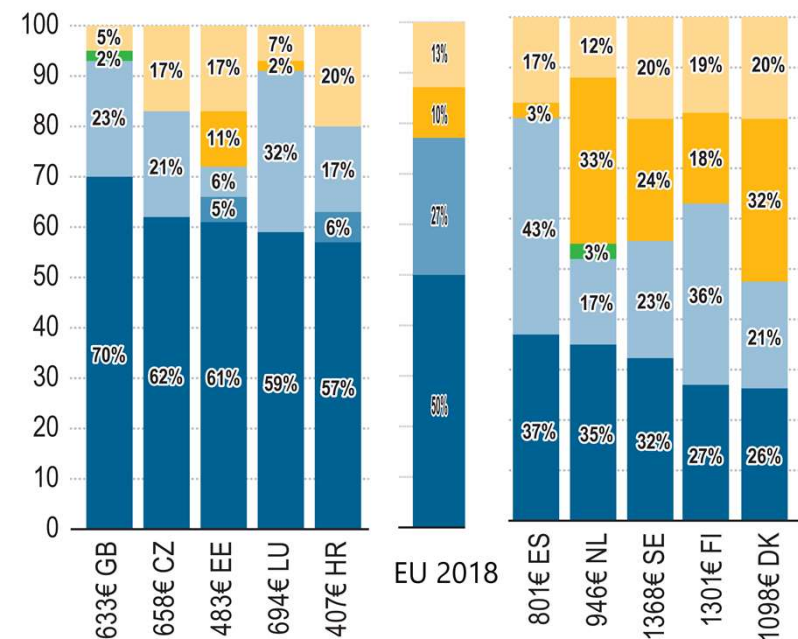


## Still large variations exist across MSs in overall prices and price decomposition

**Breakdown of incumbents' electricity offers for households for selected capitals – 2018 (%)**



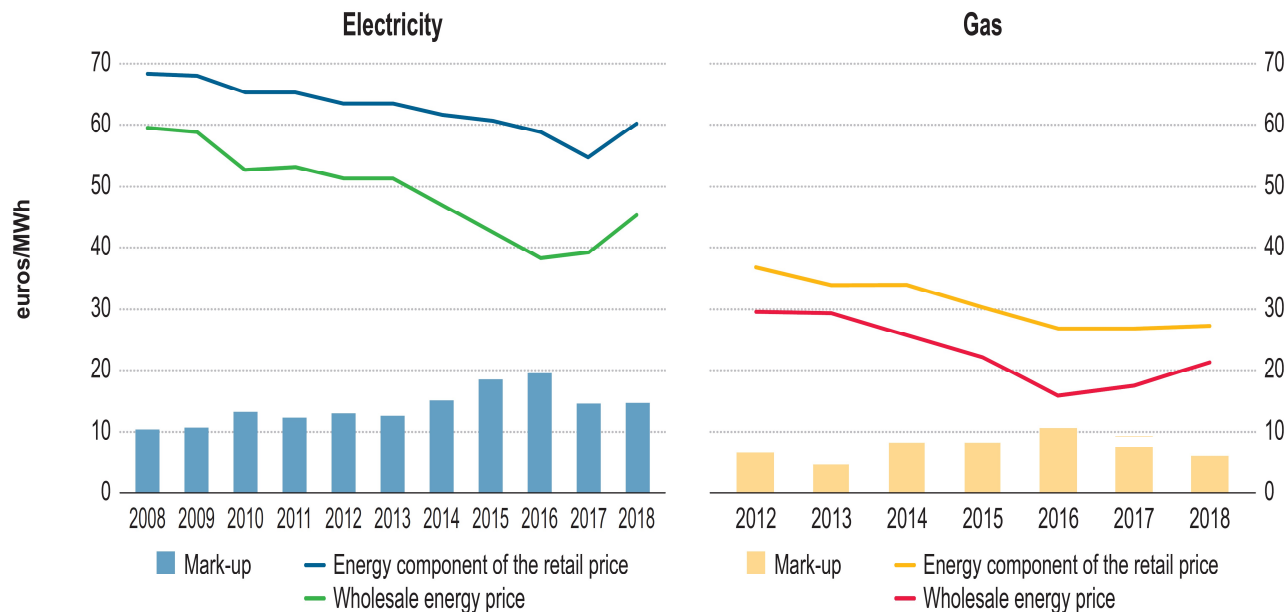
**Breakdown of incumbents' gas offers for households for selected capitals – 2018 (%)**



Note: Where the breakdown of grid costs in transmission and distribution is not available, all costs are included in distribution  
Source: ACER MMR 2018.

## Since 2016, electricity and gas mark-ups show a decreasing trend

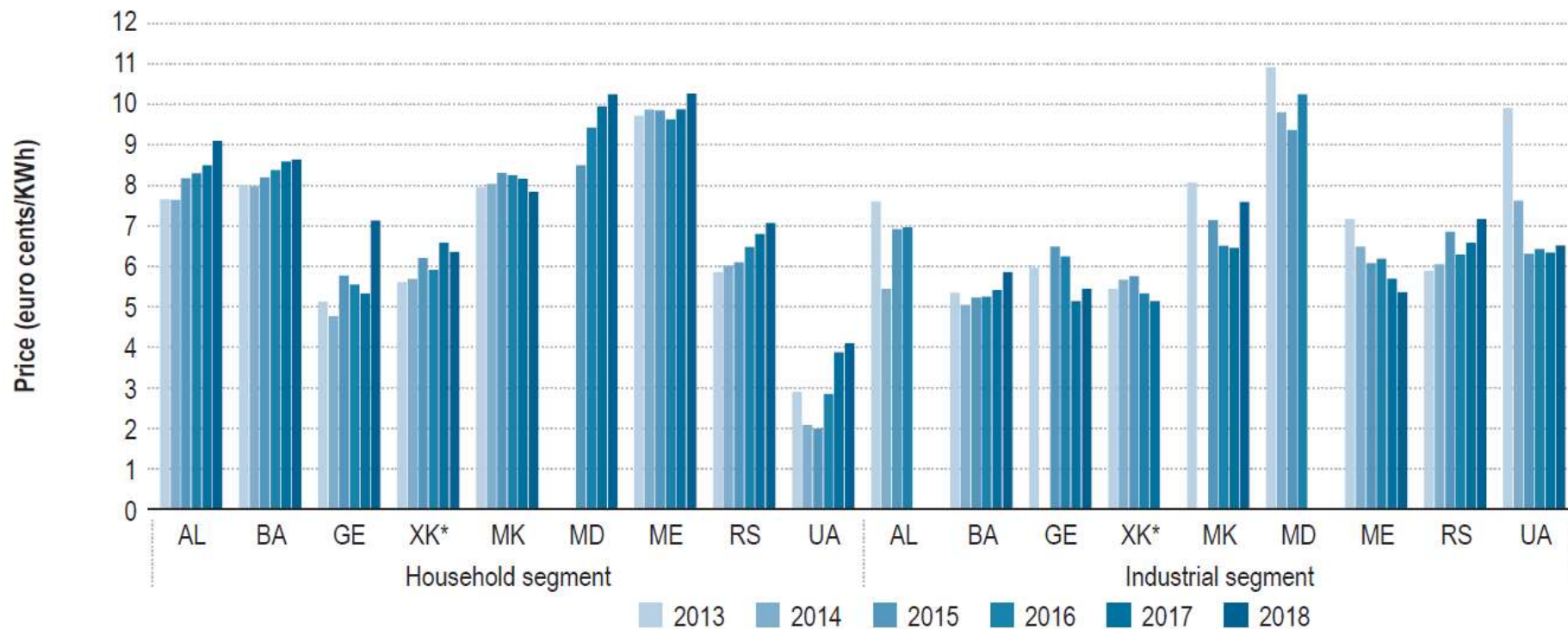
### Evolution of aggregated EU mark-ups in electricity and gas retail markets



- Mark-ups vary substantially among MSs
- A few MSs still have negative mark-ups as they regulate prices below cost of energy,
  - acting as an absolute barrier to market entry
  - Leading to wasteful energy consumption
- The degree of responsiveness of the energy component of retail prices to wholesale prices for gas is higher than for electricity

# Final electricity prices in nominal terms for households and industrial consumers

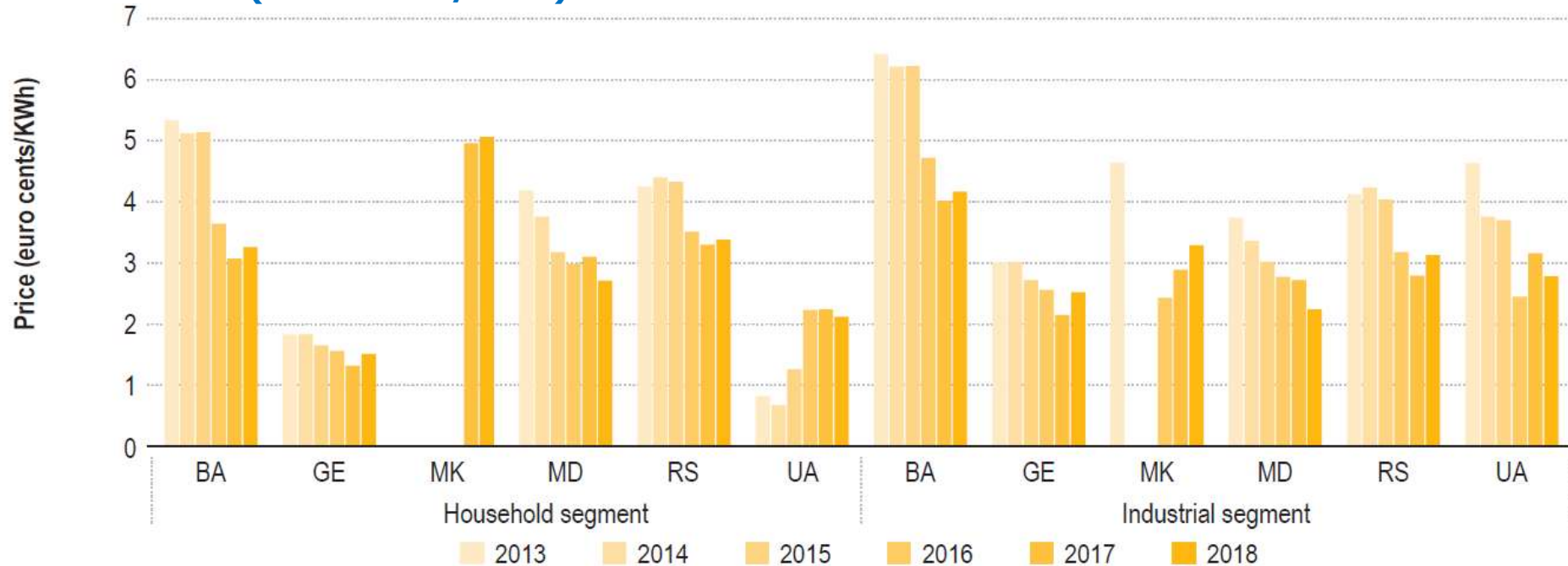
2013 - 2018 (euro cents/kWh)



Note: This Figure is based on bi-annual data provided by Eurostat for consumption band DC: 2.500-5.000 kWh (household electricity consumption) for Albania (AL), Bosnia and Herzegovina (BA), North Macedonia (MK), Kosovo\* (XK\*), Montenegro (ME) and Serbia (RS) and consumption band IE: 20,000-70,000 MWh (industrial electricity consumption) for Bosnia and Herzegovina, North Macedonia, Kosovo\*, Montenegro and Serbia. Information on prices in Georgia, Moldova and Ukraine is partially based on Eurostat, the remaining data is provided by the NRAs Source: ACER calculations, based on Eurostat, NRAs, EnC Secretariat

## Final gas prices in nominal terms for households and industrial consumers

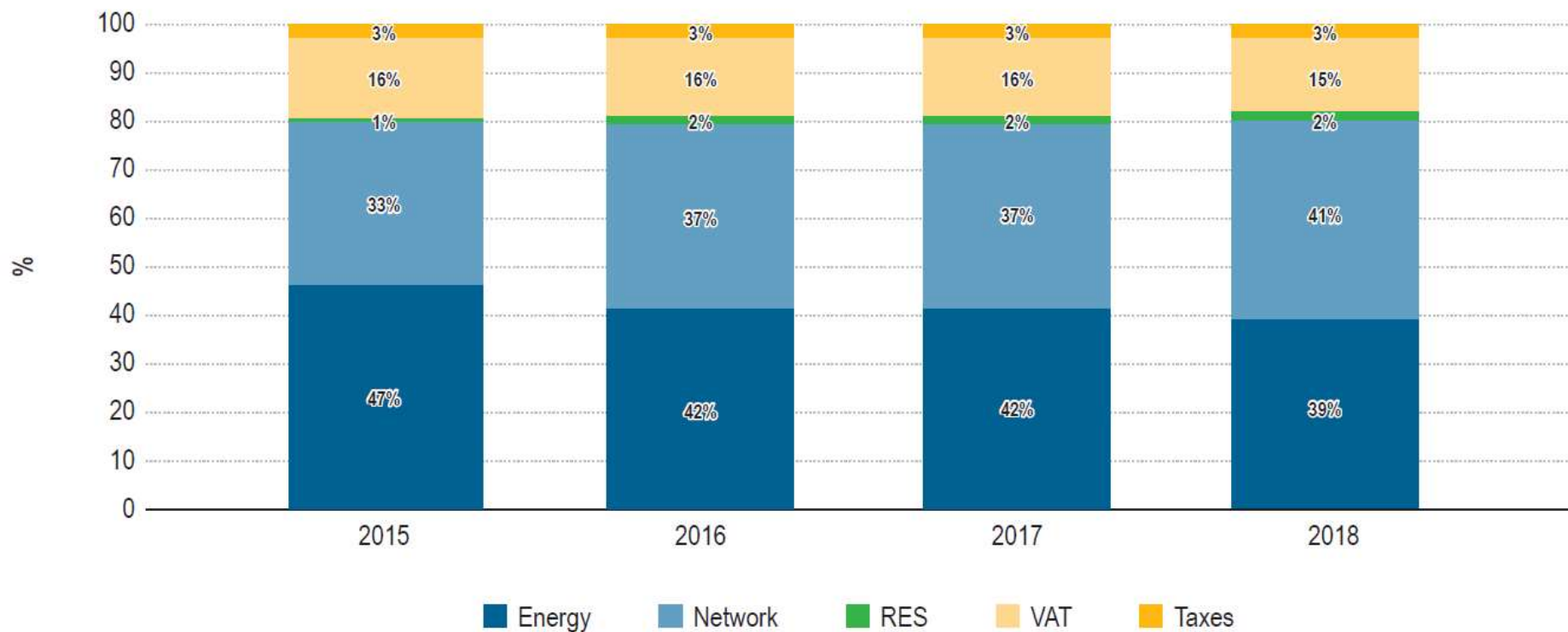
2013 - 2018 (euro cents/kWh)



Note: This Figure is based on bi-annual data provided by Eurostat for consumption bands D2: 20–200 GJ (household gas consumption) and consumption band I5: 1,000,000–4,000,000 GJ (industrial gas consumption). Household prices for North Macedonia are available only as of 2017.  
Source: ACER calculations, based on Eurostat, NRAs, EnC Secretariat

## Weighted average breakdown of incumbents' standard electricity offers for households in capitals

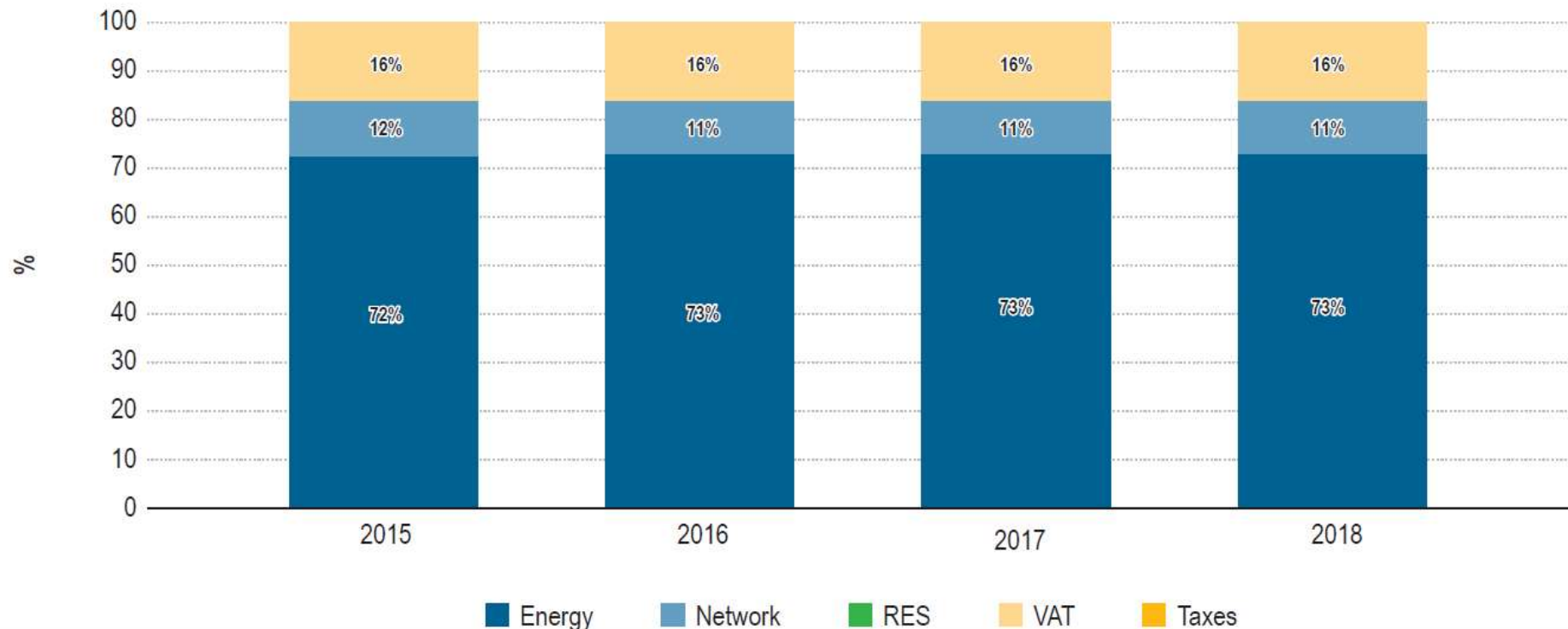
2015 - 2018 (%)



Note: This Figure is based on data provided by the respective NRAs for the electricity breakdown for Albania, Bosnia and Herzegovina, North Macedonia, Kosovo\*, Moldova, Montenegro and Serbia, weighted by the total household electricity consumption in each country. The NRAs of Georgia and Ukraine did not provide the required data for calculating the electricity price breakdown.  
Source: EnC Secretariat calculations, based on ACER's methodology and data provided by NRAs (2019).

## Weighted average breakdown of incumbents' standard gas offers for households in capitals

2015 - 2018 (%)



Note This Figure is based on data provided by the respective NRAs for the gas breakdown for Moldova, North Macedonia, Serbia and Ukraine, weighted by the total household gas consumption in each country. For North Macedonia the information on final gas price breakdown is available only as of 2017.  
Source: EnC Secretariat calculations, based on ACER's methodology and data provided by NRAs (2019).

## Outline

- Introduction
- Consumer protection and empowerment
- Electricity wholesale markets
- Gas wholesale markets
- Performance of European retail markets

- **Complementary to ACER-CEER Retail Volume:**  
it provides **further analysis** in order to better understand competition dynamics
- The data used stems entirely from NRAs' input to **CEER's National Indicators Database**, no external sources
- **Main topics** covered in the report:
  - Market structure
  - Customer switching activities and offers
  - 2 case studies on switching and offers (Spain, France)
  - Intervention in price setting and price regulation

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- **EU average number of active nationwide supplier increased** in both segments: highest number in CZ, NO, ES for electricity and in CZ, GB and ES for gas.
- **Entry-Exit activities level remain high in many countries:** ES with the highest net entrance in gas and electricity markets, GB with the highest exit.
- **Slight decrease recorded in terms of HHI in Europe, but general level of concentration remains high:** only 7 MS in Electricity (household) and 3 MS in Gas score below 2000.
- **Non-household segment seems to be less concentrated.**
- GB and NO with the lowest HHI for Electricity and HR and IT for Gas: there are still some MS with high concentration levels, mainly in non-liberalised markets

- High differences between MS in terms of switching activities
- Households: NO the highest external rate (21,4%) for electricity; BE (22%) for gas. Highest increases recorded in NO; FR for electricity and CZ, FR, IT an IE for gas.
- In the majority of MS the rate was higher than the 5-years average.
- Non-households switch more than households
- The variety of offers in MS is increasing, particularly in South & East Europe (HR; CZ; GR; LV; RO)
  - 5+ Electricity Offers available in 22 out of 27 MS: it is 4 more MS than in 2017
  - 5+ Gas Offers available in 14 out of 23 MS: it is 2 more MS than in 2017
- **NEW!** (data recorded for the first time!) **Bundled products** are available in:
  - 18 out of 27 MS (electricity)
  - 8 out of 23 MS (gas)