# Summary of national practices in retail market design, with a focus on billing and switching (as of 1 July 2011)

As input to the development of the draft Guidelines of Good Practice on retail market design with a focus on supplier switching and billing, CEER carried out an enquiry among its members to see what kind of retail market design currently exists, including as regards billing and switching.

The table below provides a summary of the answers from the NRAs to the following questions:

1. What kind of retail market design do you have (single vs. dual point of contact)?

2. Within what timeframe does the supplier have to send the final bill/invoice?

3. Within what time period do you have to execute a switch?

4. Is it possible for any stakeholder to stop a switch from taking place[1]? If yes, which stakeholder?

5. Do you have one of the following billing systems in your country?
    - Combined billing by the supplier, mandatory. This option means that the supplier is the stakeholder who provides the customer with one bill containing both the cost for electricity and for the network. This would mean that the DSO should not invoice the customers directly, but via the supplier.
    - Combined billing by the supplier, voluntary. This option means that the supplier who so chooses can provide the customer with one bill containing both the cost for electricity and for the network. The analysis of this billing option should focus on a system where the supplier has the right to demand that the DSO facilitates combined billing.
    - Mandatory separate billing. This option means that the supplier must always invoice the electricity cost directly to the customer and that the DSO must always invoice the network cost directly to the customer. Combined bills are not allowed.

These questions were answered by the following 22 countries; Austria, Belgium, Denmark, Finland, France, Germany, Iceland, Italy, Norway, Portugal, Slovak Republic, Slovenia, Spain, Sweden, Ireland, Luxemburg, Greece, Great Britain and the Czech Republic, Hungary, Poland and The Netherlands.

[1] If there is a possibility to stop a switch because of data missing etc., this is not presented in this context as the possibility to stop a switch

| Member State: | Point-of-contact model (single vs. dual ) | Switching period, final bill, possibility to stop switch | Billing regimes |
|---|---|---|---|
| AUSTRIA | Dual | • 4-6 weeks, 3 weeks in future<br>• 6 weeks<br>• Possible to stop switch | Combined billing voluntary |
| BELGIUM | Single | • 30 days (will be 3 weeks with new legislation)<br>• Final bill within 6 weeks<br>• Not possible to stop switch | Combined billing mandatory |
| CZECH REPUBLIC | Single (possible to sign contract with DSO) | • 17 days - 3 months<br>• 4 weeks<br>• Possible to stop switch | Combined billing mandatory |
| DENMARK | Other, dual if made a switch | • One month<br>• 6 weeks<br>• Not possible to stop switch | Combined billing voluntary (mostly incumbent suppliers) |
| FINLAND | Dual | • Two weeks<br>• Not regulated<br>• Possible to stop switch | Combined billing voluntary |
| FRANCE | Single, contact with DSO if emergency or new connection | • 10 weekdays – 6 weeks<br>• Within 4 weeks<br>• Not possible to stop switch | Combined billing mandatory |
| GERMANY | Single, contact DSO in case of new connection or problem with connection | • 4-6 weeks, 3 weeks in future<br>• 6 weeks<br>• Possible to stop switch | Combined billing mandatory |
| GREAT BRITAIN | Single | • 5-6 weeks<br>• No obligation currently, 6 weeks shortly<br>• Possible to stop switch | Combined billing mandatory |

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| GREECE | Dual (el)<br>Single (gas) | | Combined billing mandatory |
| HUNGARY | Dual (el)<br>Single (gas) | • Switch effective after 1st day of 2nd month after data transfer to DSO<br>• No legal obligation now, from 1st of July within 20 days<br>• Possible to stop switch | Combined billing mandatory |
| ICELAND | Single | • 1 month(min)- 2 months<br>• Not known<br>• Not possible to stop switch | Combined billing voluntary |
| IRELAND | Single | • Electricity – one week<br>• Gas – 21 days<br>• No regulation, will be 6 weeks<br>• Possible to stop switch | Combined billing mandatory |
| ITALY | Single (el and gas), contact with DSO if new connection or safety calls when a supply contract not yet signed | • 1 month<br>• Final bill, not regulated yet<br>• Not possible to stop switch | Combined billing mandatory |
| LUXEMBOURG | Single, DSO contact if technical aspects | • 1-2 months<br>• No legal timeframe now<br>• Possible to stop switch | Combined billing mandatory (for residential customers) |
| LITHUANIA | Single (PSO, DSO and supplier may also make one contract) | • 30 calendar days<br>• Set in the contract<br>• ----- | Combined billing voluntary |
| NORWAY | Dual | • 6-21 business days<br>• No answer<br>• Not possible to stop switch | Combined billing voluntary |
| POLAND | Other, single (incumbent suppliers) if not made a switch | • 4 weeks (first time), then 2 weeks<br>• No regulation<br>• ----- | Two bills if a switch is made otherwise one bill |

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| PORTUGAL | Single | • On average less than 10 working days<br>• No regulation currently<br>• Possible to stop a switch in limited cases approved by the regulator | Combined bill mandatory |
| SLOVAK REPUBLIC | Dual | | Combined billing mandatory |
| SLOVENIA | Dual | • 3 weeks<br>• No regulation<br>• ----- | Combined billing voluntary |
| SPAIN | Single | • Two weeks<br>• No regulation<br>• Not possible to stop a switch | Combined billing voluntary |
| SWEDEN | Dual (el and gas) | • Two weeks<br>• 6 weeks<br>• Not possible to stop a switch | Combined billing voluntary |
| THE NETHERLANDS | Dual | • One month<br>• Two months<br>• Not possible to stop a switch | Combined billing voluntary |