

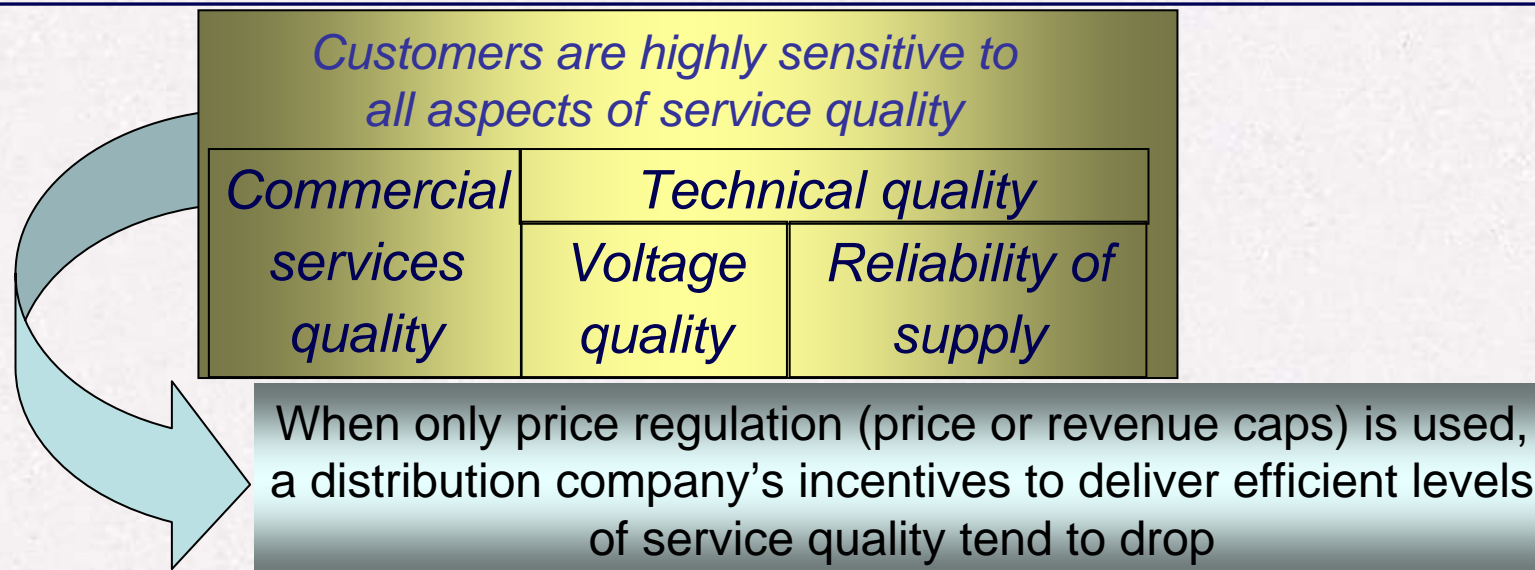
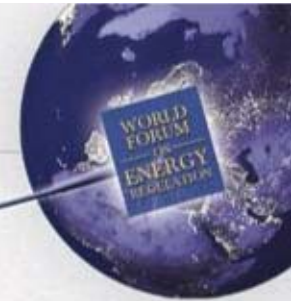


Presentation on Service Quality in
Electricity Distribution:
Improvement expected by effective
regulation and smart grid applications

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The draft Greek Electricity Distribution Code provides the necessary incentives for quality improvement and long term cost reduction



Instruments to secure desirable levels of performance are used:

- **publication of quality data**
- **quality standards in the form of:**
 - lower limits of quality delivered to individual consumers,
 - system average levels of quality, and
 - an agreed-upon individual level of quality in case of premium quality contracts
- **financial incentives:**
 - monetary compensation paid to the affected consumers (in the cases of lower quality limits and premium quality contracts),
 - rewards and penalties affecting the annual regulated income of the distribution company

Ex ante regulation for a sufficiently long regulatory period



For each Regulatory Period the following are defined by Ministerial Decree:

– the Quality of Service expected to be provided to the end Users:

Limits:

Individual guarantee
Total performance

For different quality dimensions:

voltage quality,
interruptions of supply,
commercial services

Linked to:

Financial incentives
(penalties and rewards)

– the Regulatory Framework for Network Development:

- establishes all key axes for the development of the Network,
- provides also incentives for research and development programs

– the annual consideration for the Network, specifying at the beginning of each Regulatory Period:

- the Annual Reference Consideration for O&M and
- the Reference Rate of Return,

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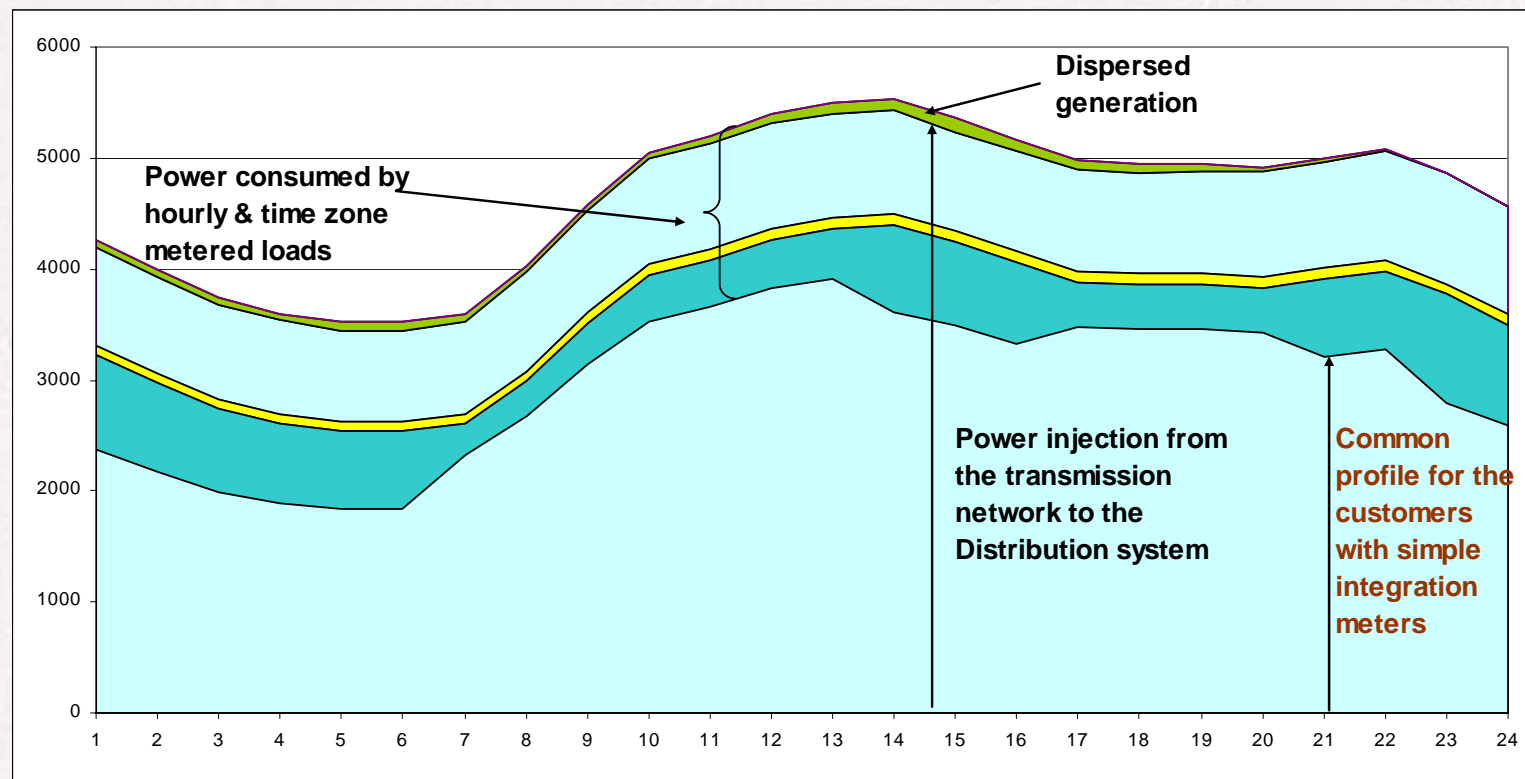
- providing also specific incentives for losses reduction

The installation of hourly meters with remote data acquisition is promoted



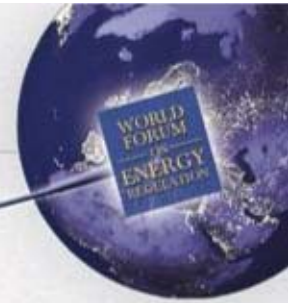
Directly: The DSO should promote the elaboration of studies for the mass installation of Hourly LV electronic Load Meters, at least with respect to urban areas

Indirectly: customers with better profile benefit from the installation of modern technology meters (a common profile (average) is used for charging the rest of the customers)

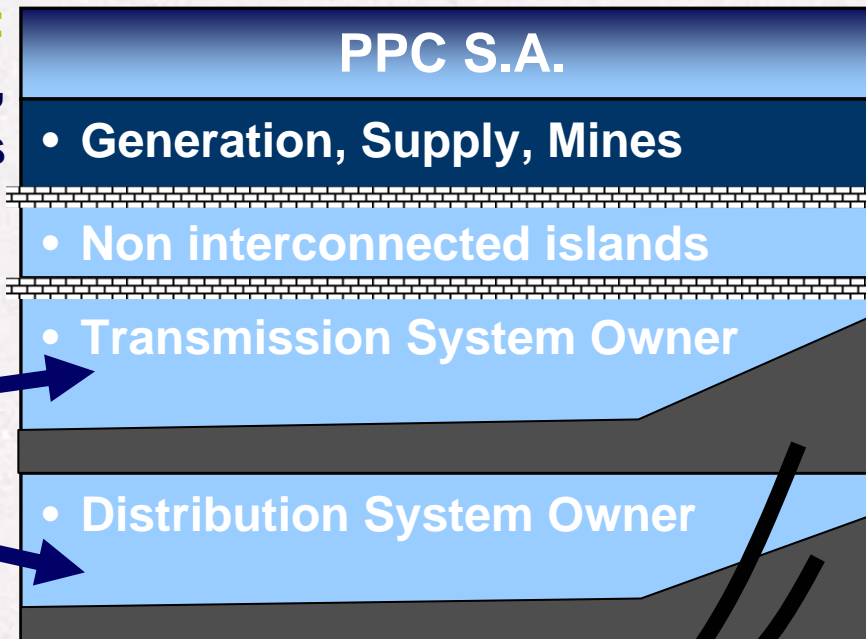
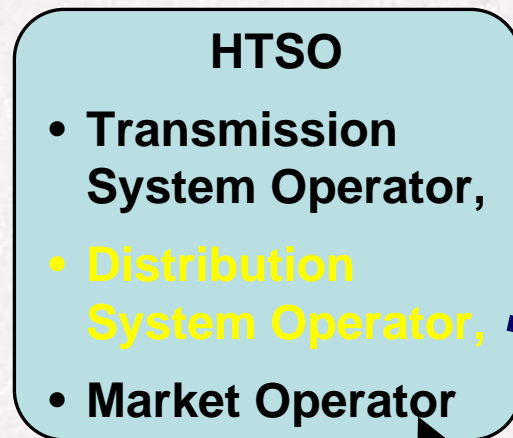


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Current unbundling regime is not efficient, especially for Distribution activities



• **Current unbundling regime:**
combined networks operator,
legally unbundled, without assets



Chinese walls

Orders

Transfer of personnel
and competences

Regulatory signals affect financially the Distribution Owner, while major decisions are being made by a legally unbundled DSO →
PPC has proposed a single DSO and Distribution Owner, in the form of a subsidiary



Thank you for your attention

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