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Technical Assistance for Improvement of Performance-Based Tariff Regulation of EMRA For Turkish Energy Markets Through Introducing an Enhanced Monitoring System



Task 5.3. – Preparation of Vulnerable Customers Action Plan and Social Tariff Methodology in Electricity Market

Online Workshop

09 October 2020





This project is funded by the European Union



Agenda

- 1) Introduction
- 2) International Benchmarks
- 3) Turkey Case
- 4) Gap Analysis & Recommendations
- 5) Roles & Responsibility Matrix per Scenarios
- 6) Vulnerable Consumer Action Plan





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Task 5

International Benchmark - Italian Case Study

Electricity sector focus

9 October 2020, EMRA, Ankara





Introduction - Content & Objects

Context

- European
- National - Regional
- Electric Market
- Legislative

Electricity bonus: 3 W

- Who
- What
- When

Value and Procedure

- How much
- Actors
- Process
- Instruments

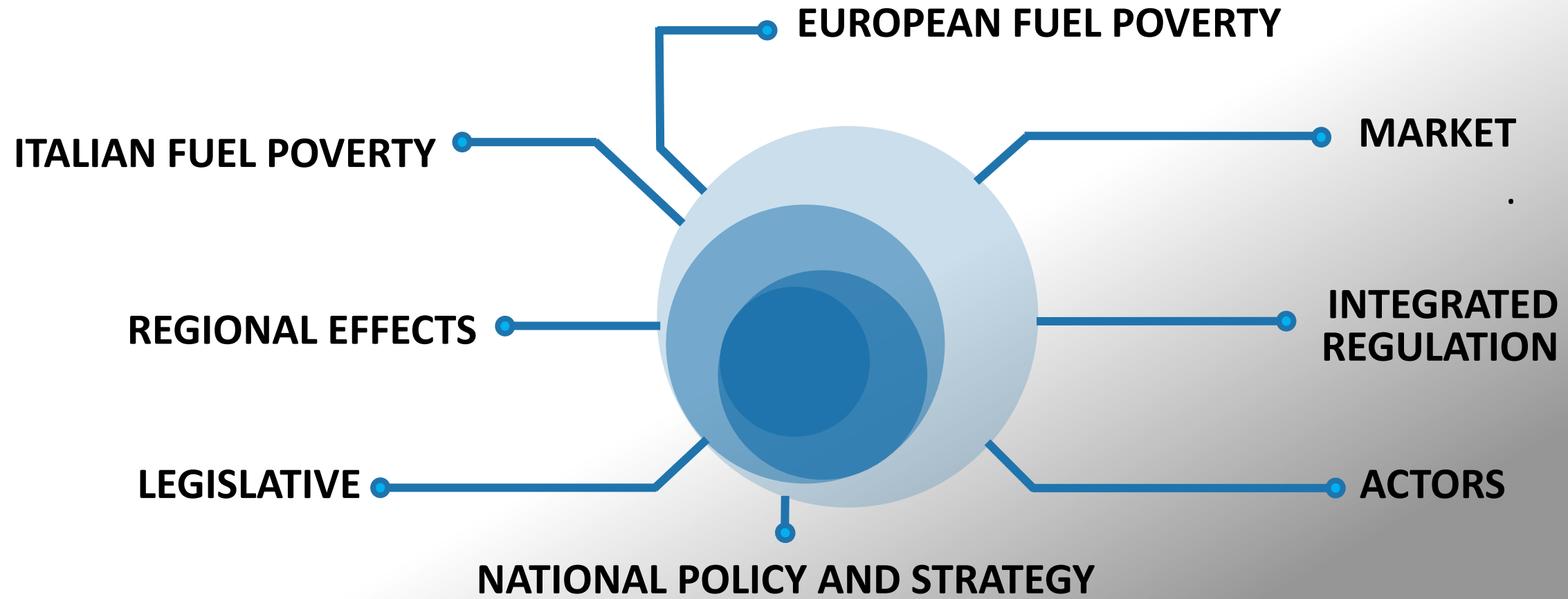
Conclusion

- Barriers
- Improvements



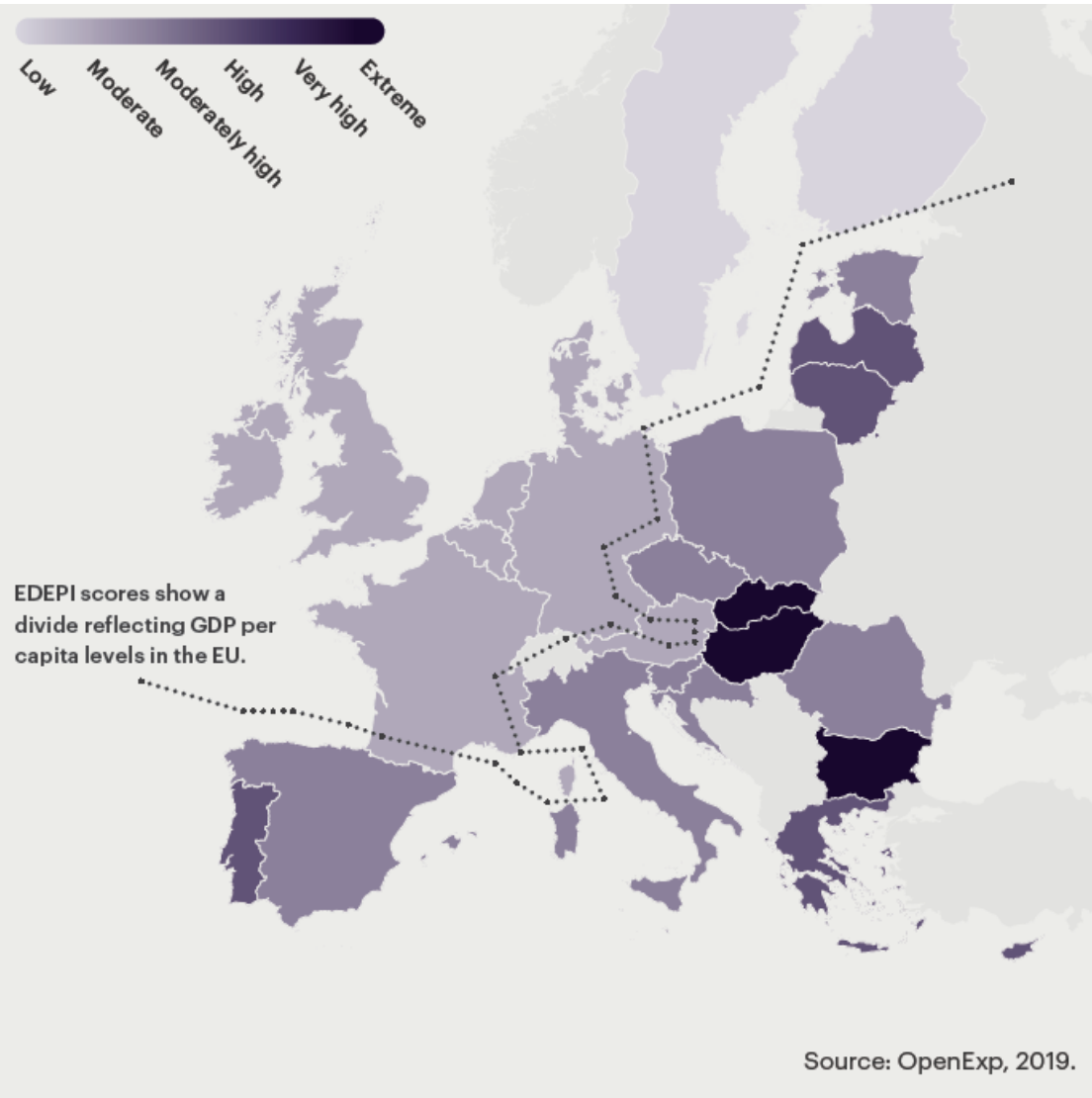
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Context



Energy Poverty in Italy: an overlooked phenomenon

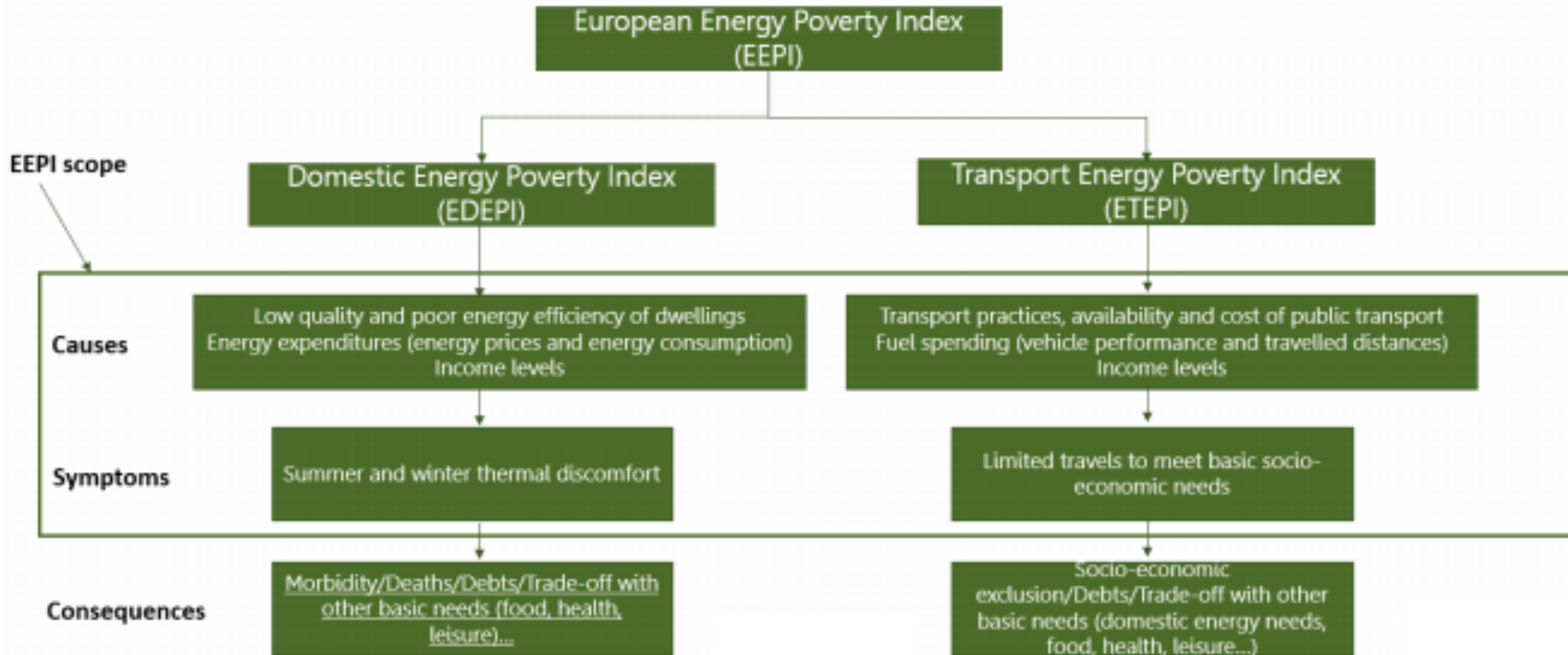
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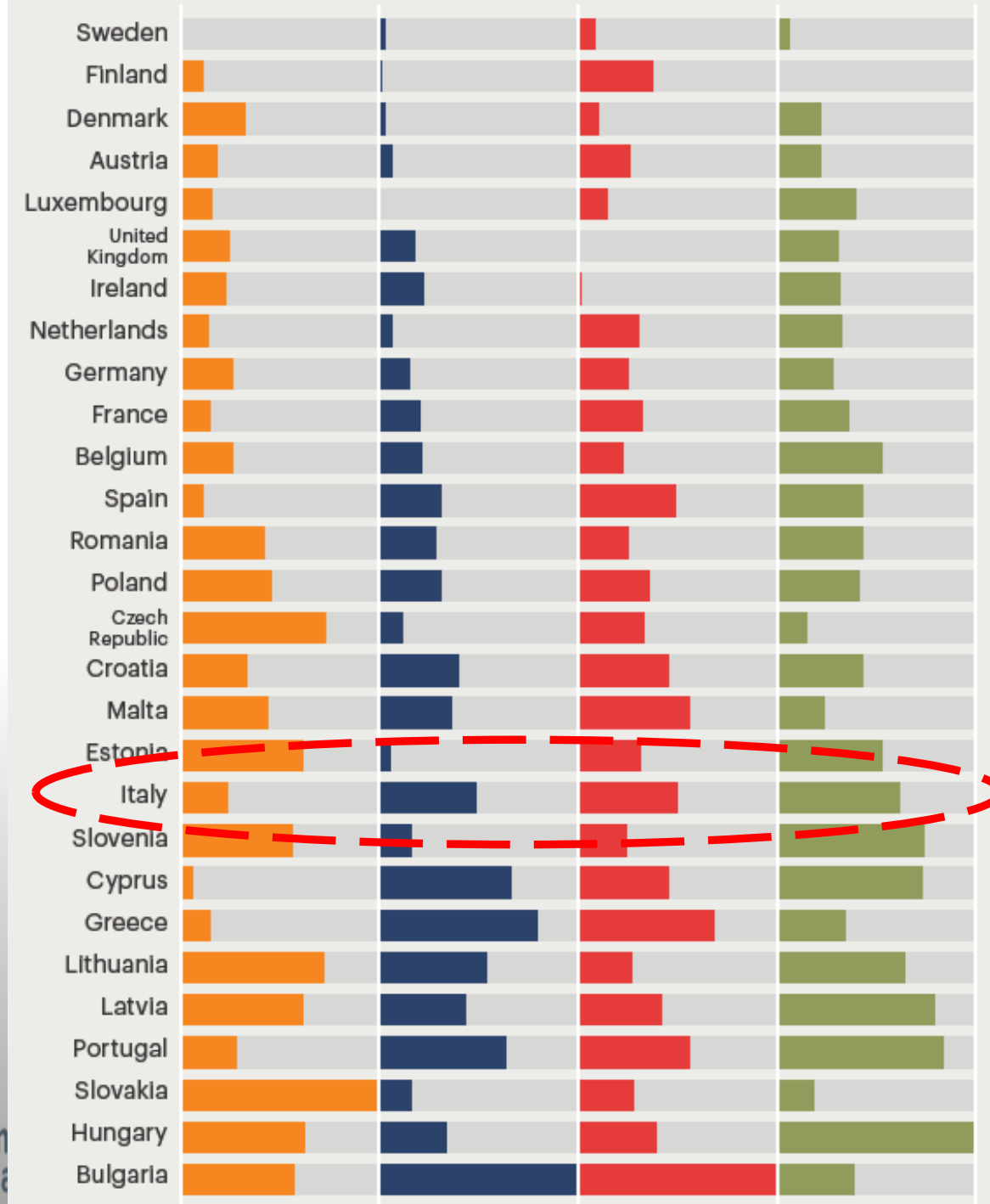
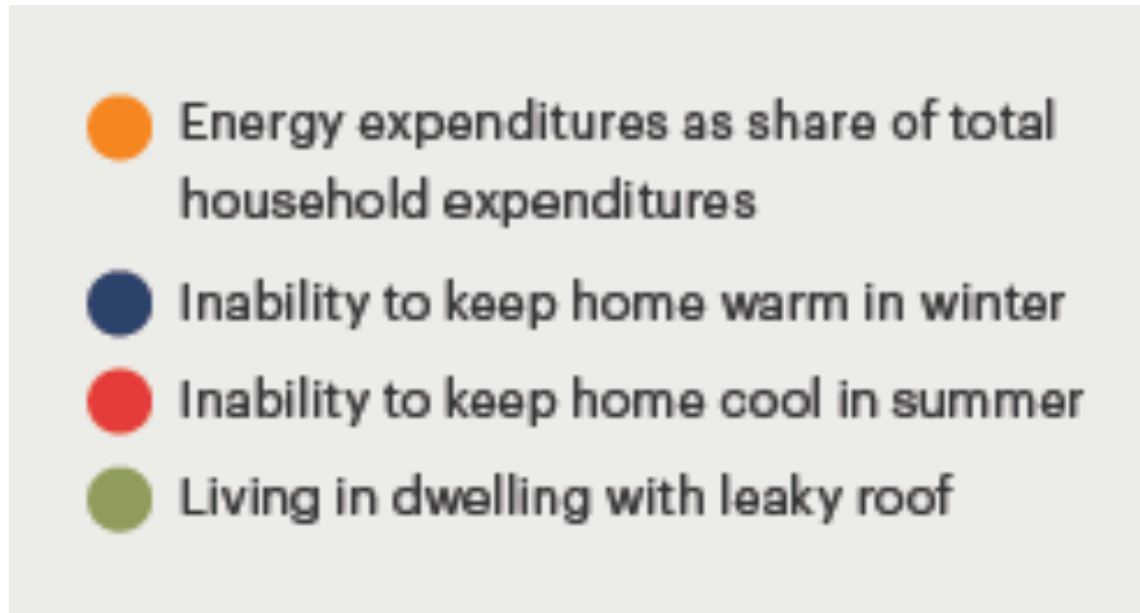
EDEPI: European Domestic Energy Poverty Index

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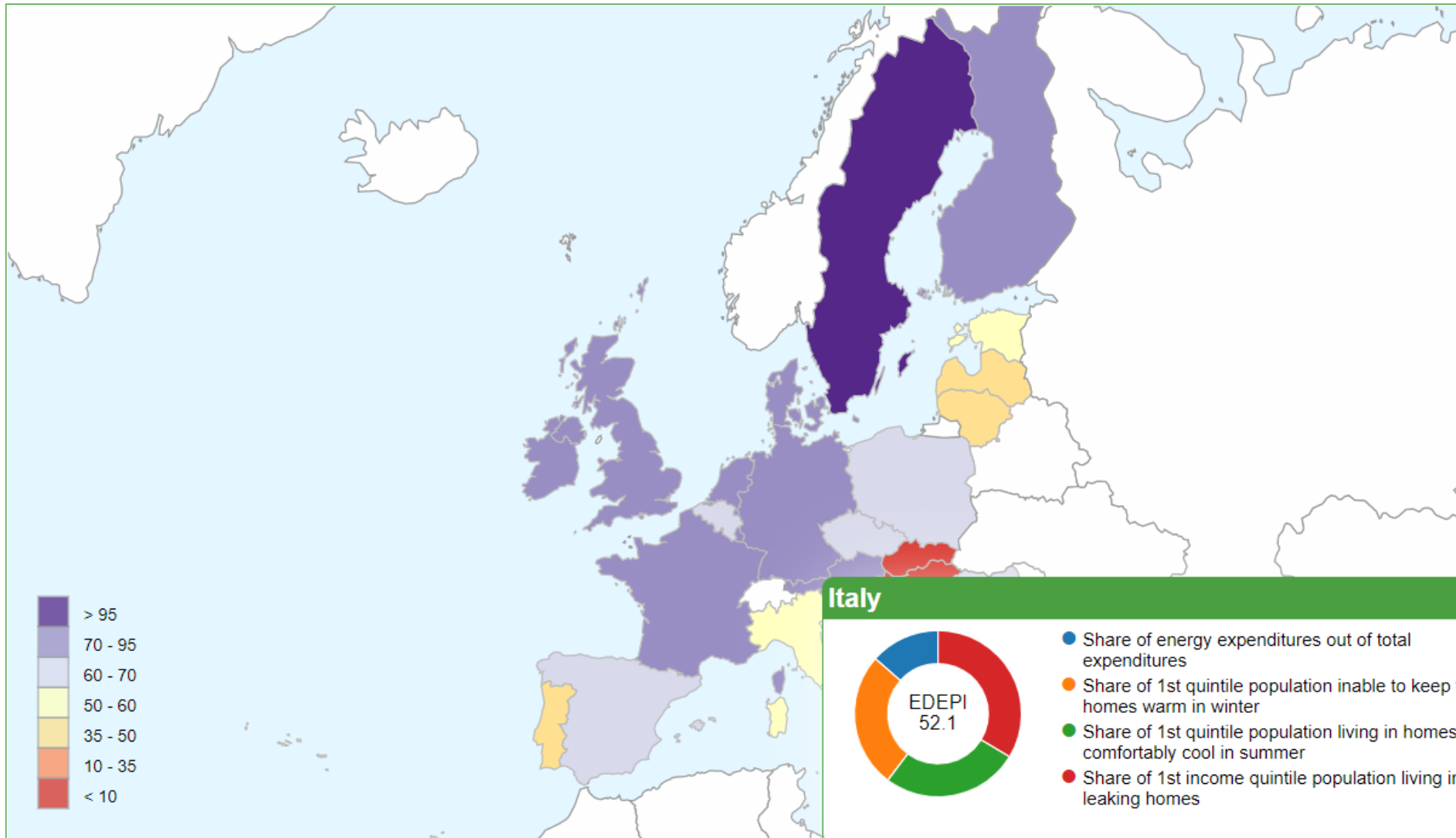
National Level

<https://www.openexp.eu/>



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- EDEPI
- ETEPI
- EEPI



Map

Chart

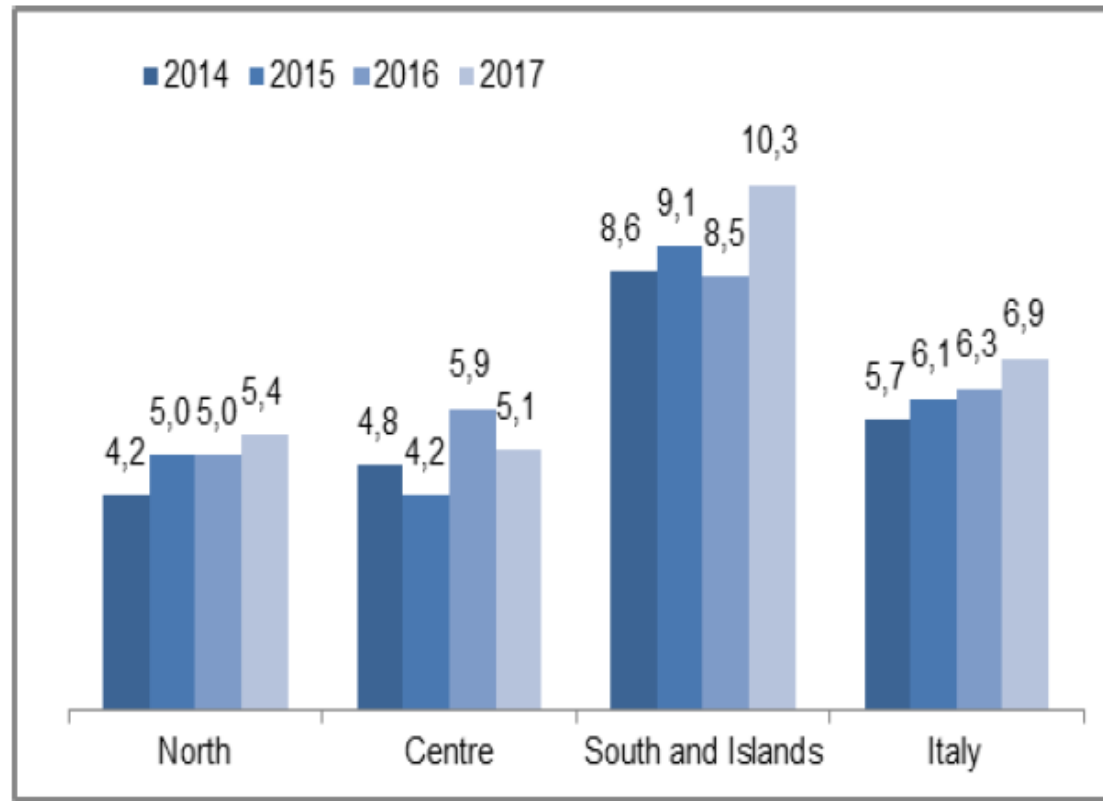




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Regional Level

Graph. 1 Absolute poverty incidence (households) by geographical area. Years 2014-2017 (percentage values)





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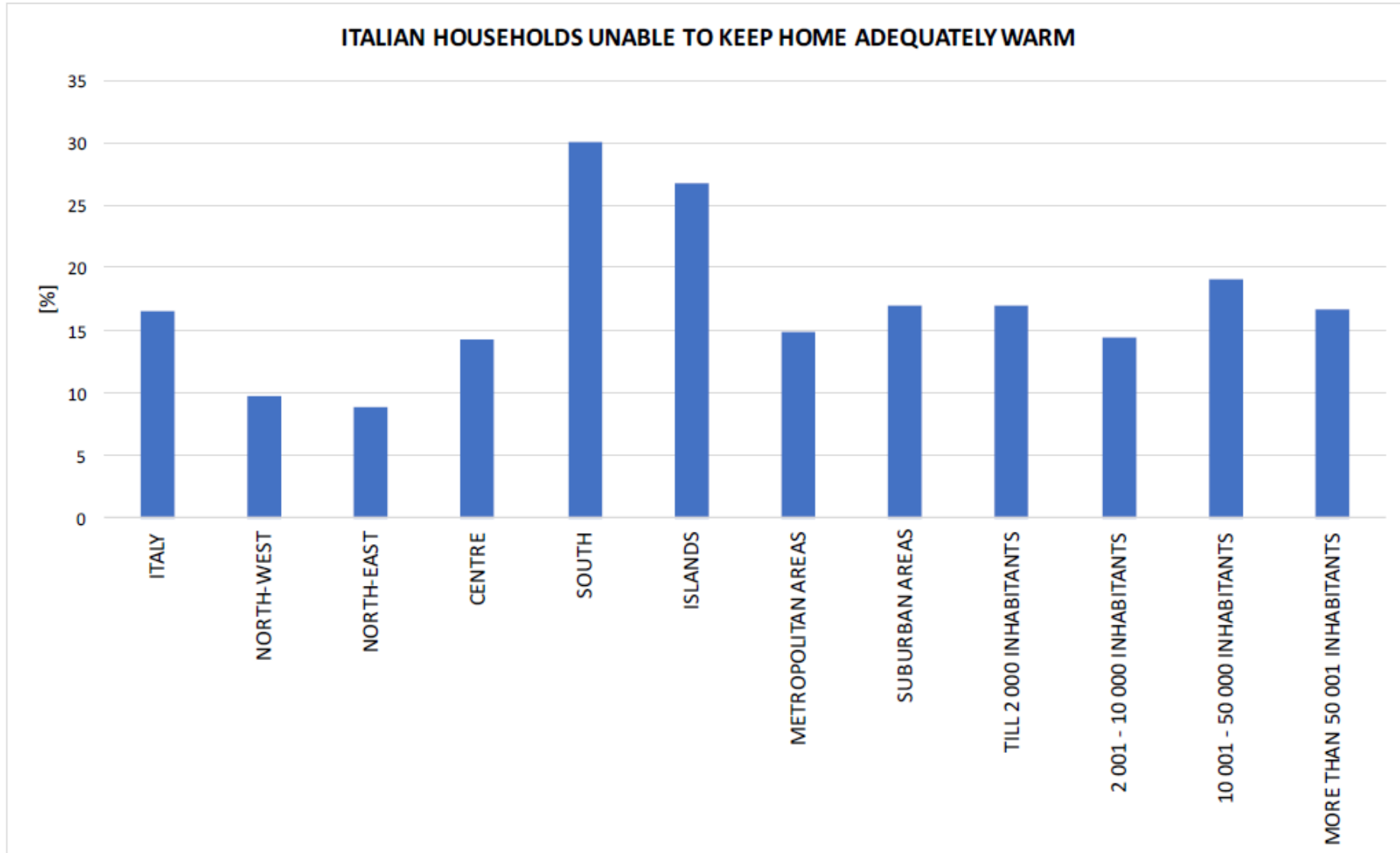


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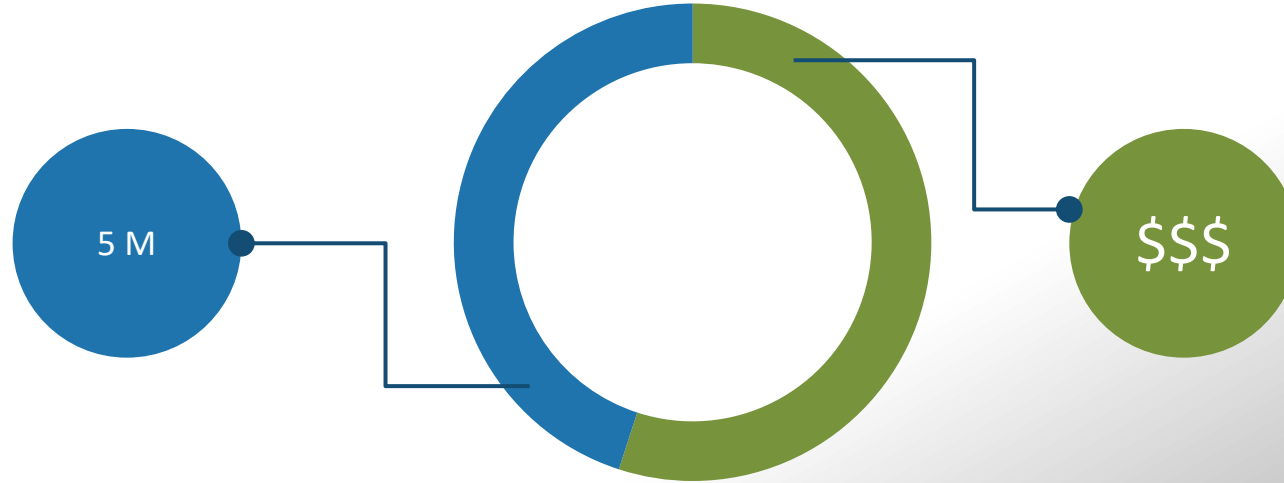


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Italian Energy Poverty

10%

Households in difficulty to pay the bills



15,2%

difficulties to sufficiently heat their home

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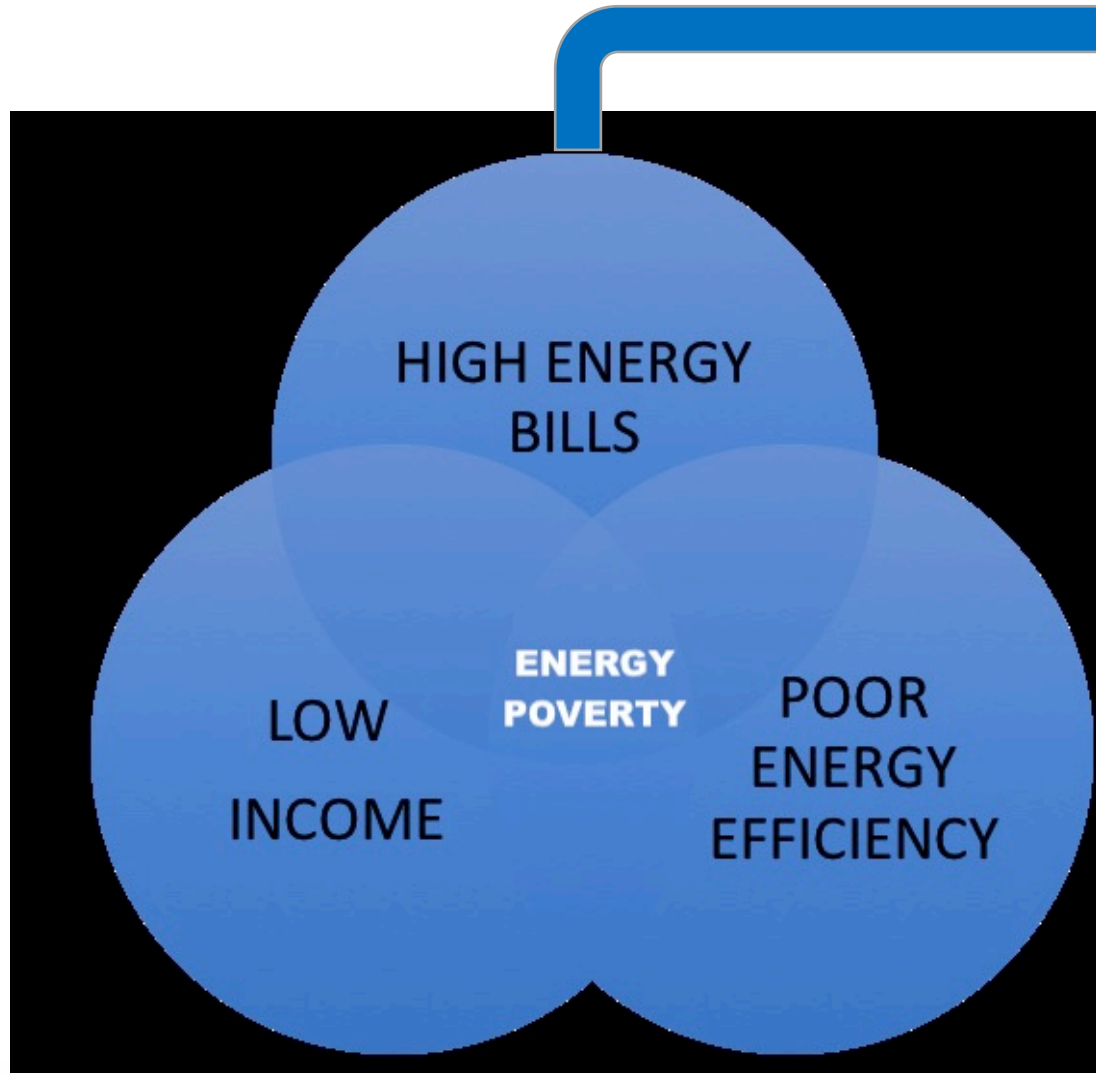
Electricity Market

- ✓ Concentrated Market
- ✓ Regulated tariffs
- ✓ Functional analphabetism



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Combating Energy Poverty



Electricity Bonuses



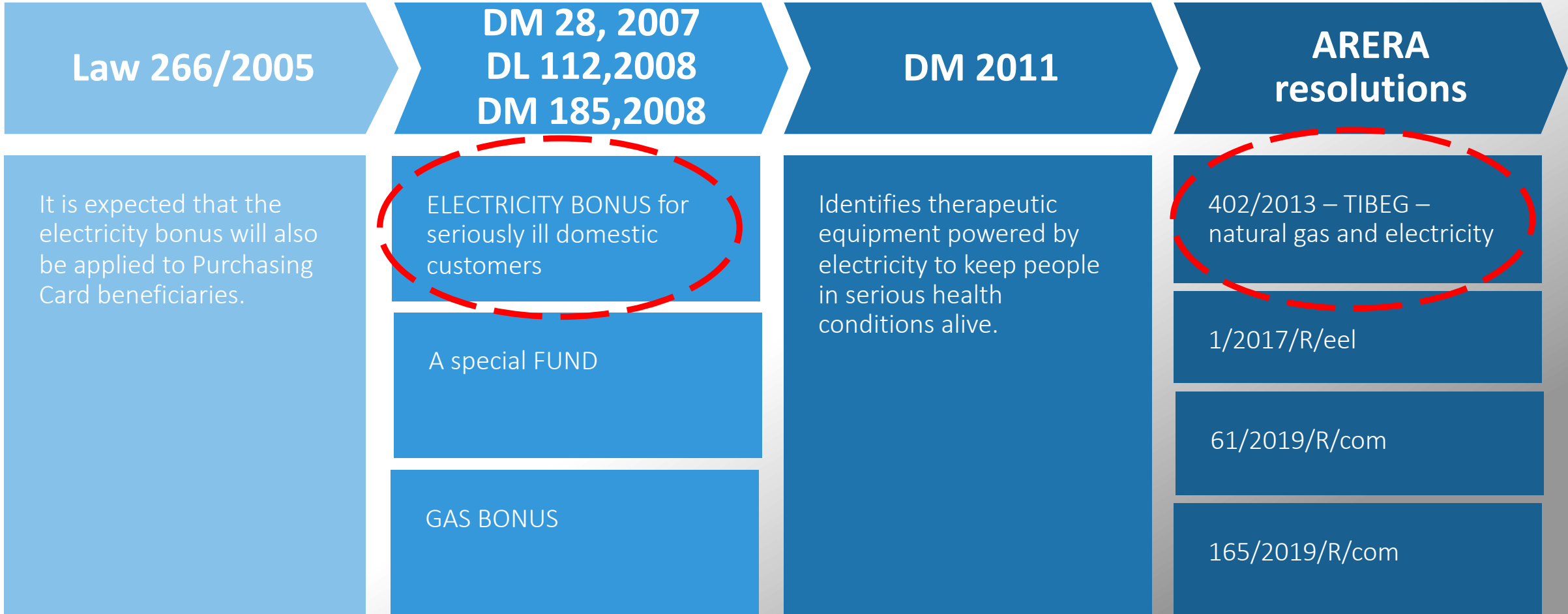
Limit the price impact on the bills



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Law & Regulation

2015
WATER BONUS

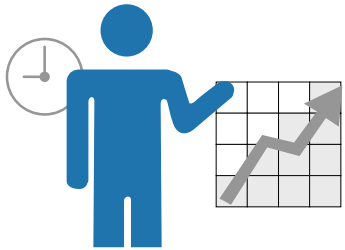




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Some Numbers

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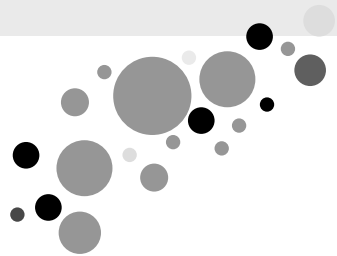
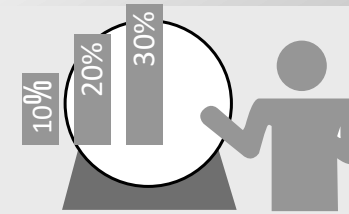


THE ELECTRICITY BONUS FOR ECONOMIC DISCOMFORT

837.598

58%

BONUS ELECTRICITY



PHYSICAL DISCOMFORT

3%

41.000



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Electric Bonus: Trend

Year	Electric Bonus		
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2015	622.151	22.520	28.267
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Gas Bonus: What



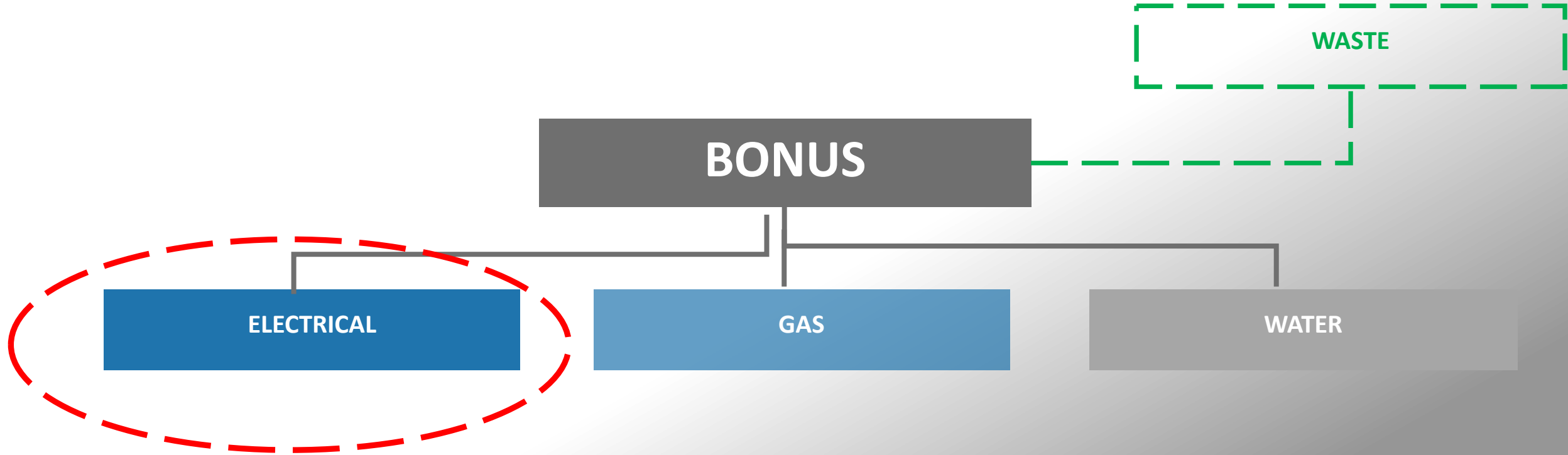
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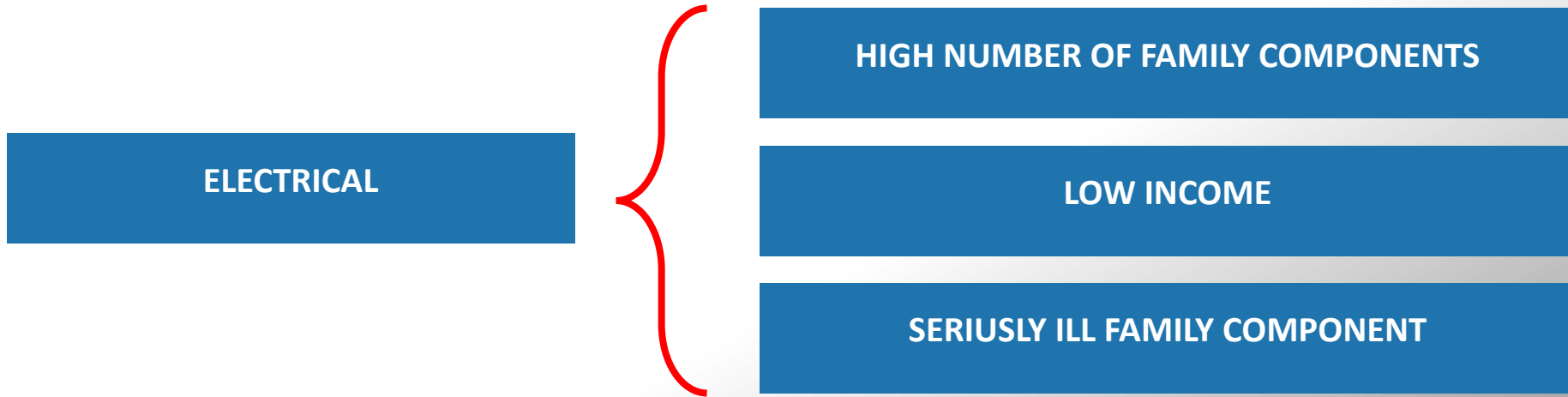
Kind of Exhisting Bonus





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Electric Bonus





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Union

Electric Bonus: Who



- ✓ Families with low income;
- ✓ Families with high number of components;
- ✓ Families with a serious ill component;



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When: Access Requirement



- ✓ Low income;
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Equivalent Economic Situation Indicator (ISEE): What is it?

✓ Indicator to measure the household income;

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$$ISEE = \frac{INCOME + 20\% \text{ asset and properties}}{\text{Equivalent scale parameter}}$$



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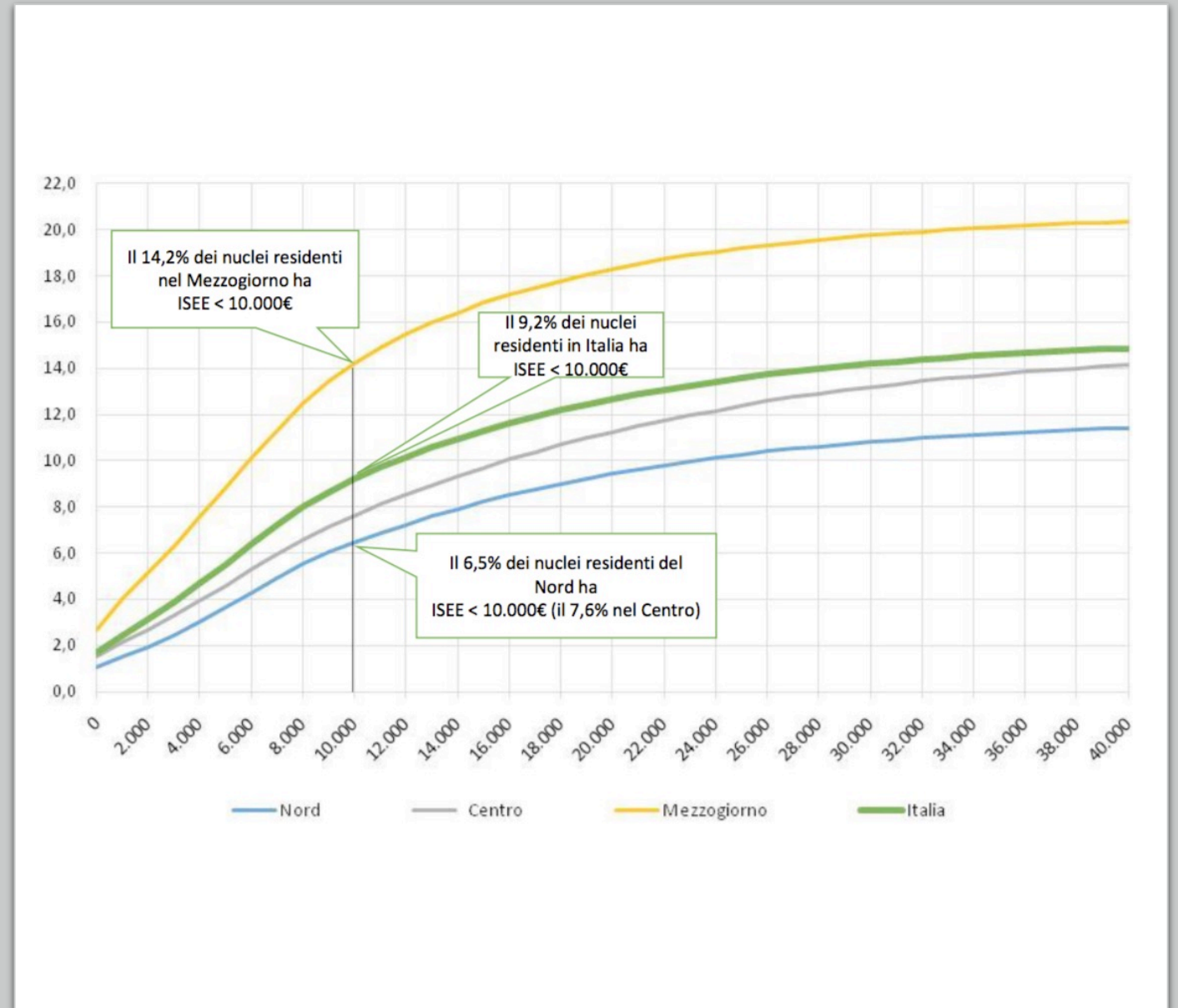
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ISEE Trend

Distribution of the ISEE values according to different geographical areas; the vertical line separates families with an ISEE of less than 10 000 €.

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Amount of compensation for domestic customers	2020
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Physical Discomfort: Value

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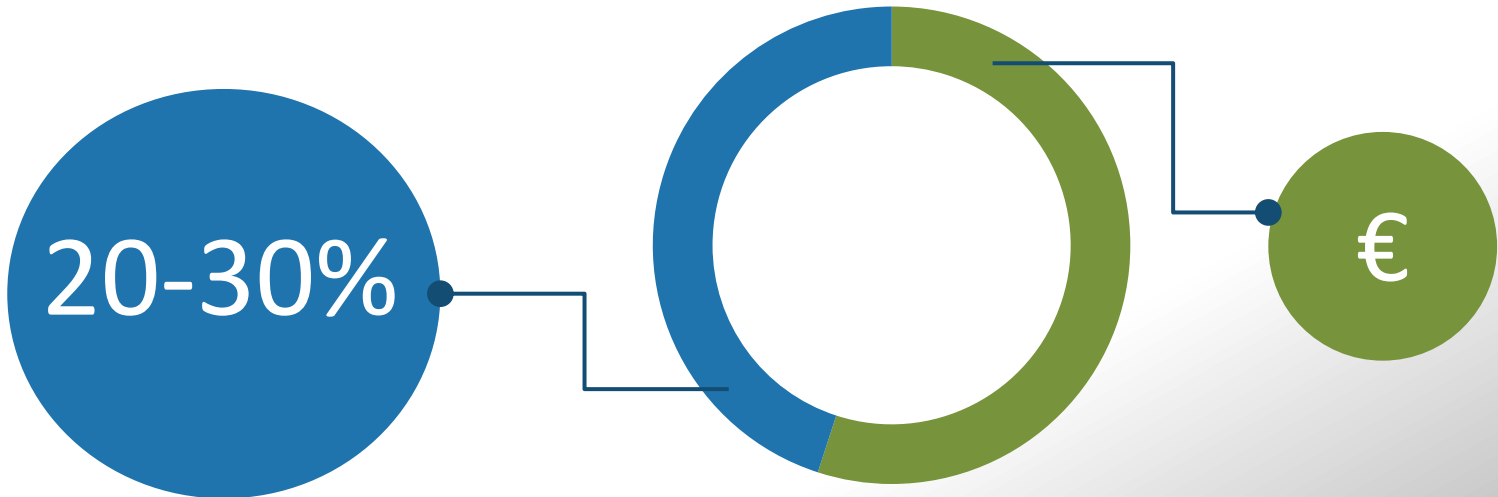
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Union

- ✓ Cumulative with economic discomfort;
- ✓ Divide in three level (contractual power, life-saving electromedical equipment used and daily usage time);
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Electric Bonus : Value



Annual electric bill value
net and gross expenditure



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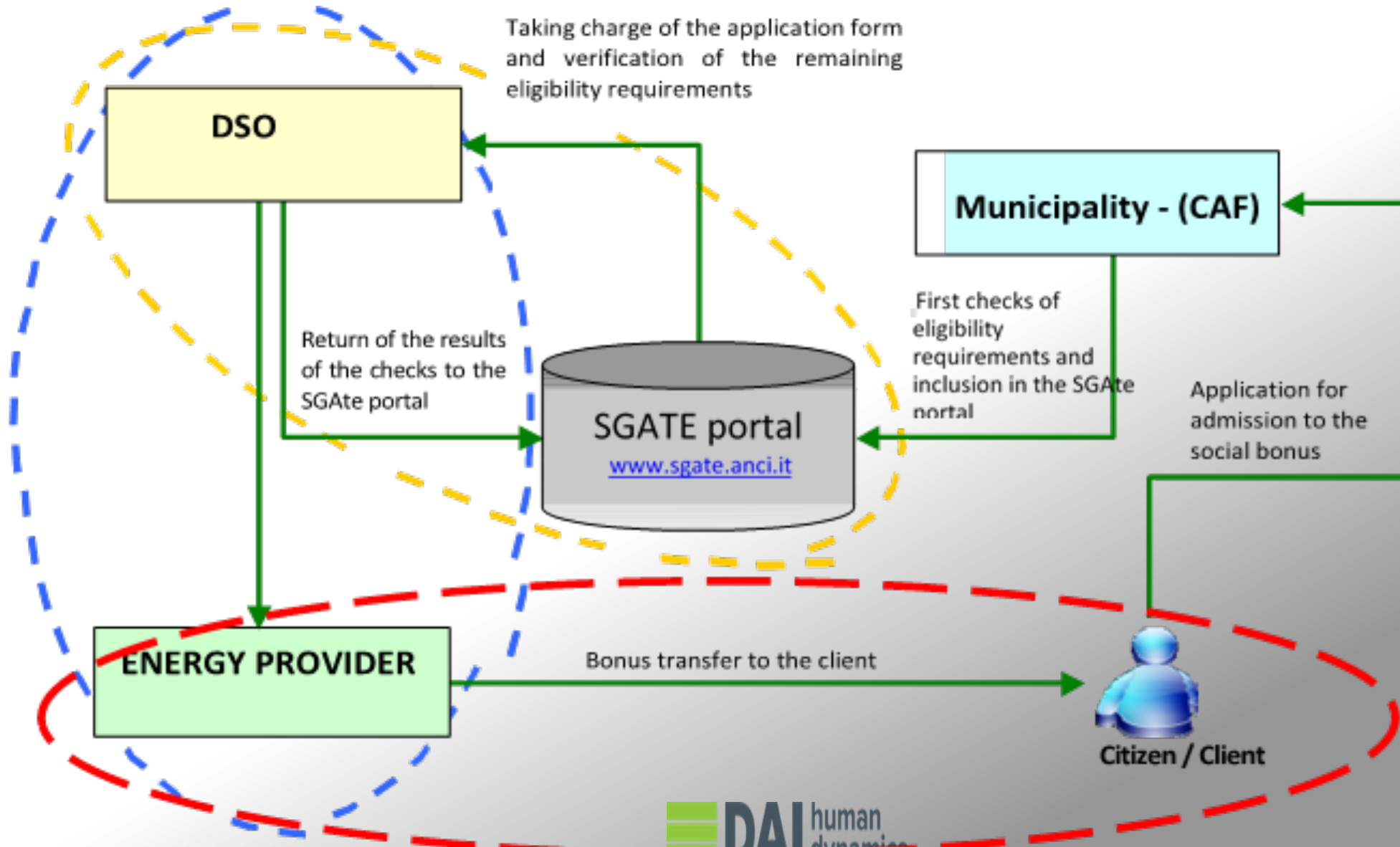
Actors





Process

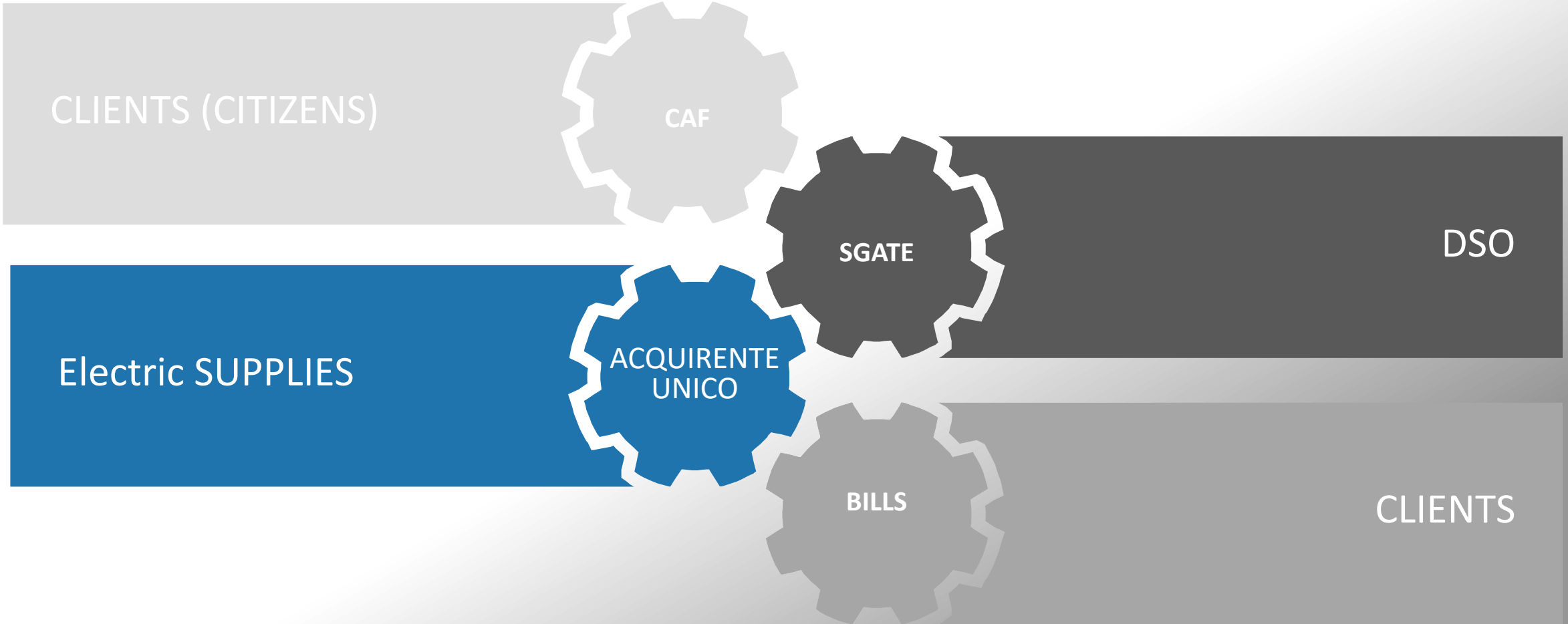
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Information flows

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Union

Citizens – Indirect Clients

- ✓ Eligible citizens that don't are directly connected to the grid;



Operating Costs for the Bonus System

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ELECTRIC BONUS VALUE

SUBSIDIES to the MUNICIPALITY

Cost for Communications

SGATE COSTS

Providing subsidies to indirect gas users





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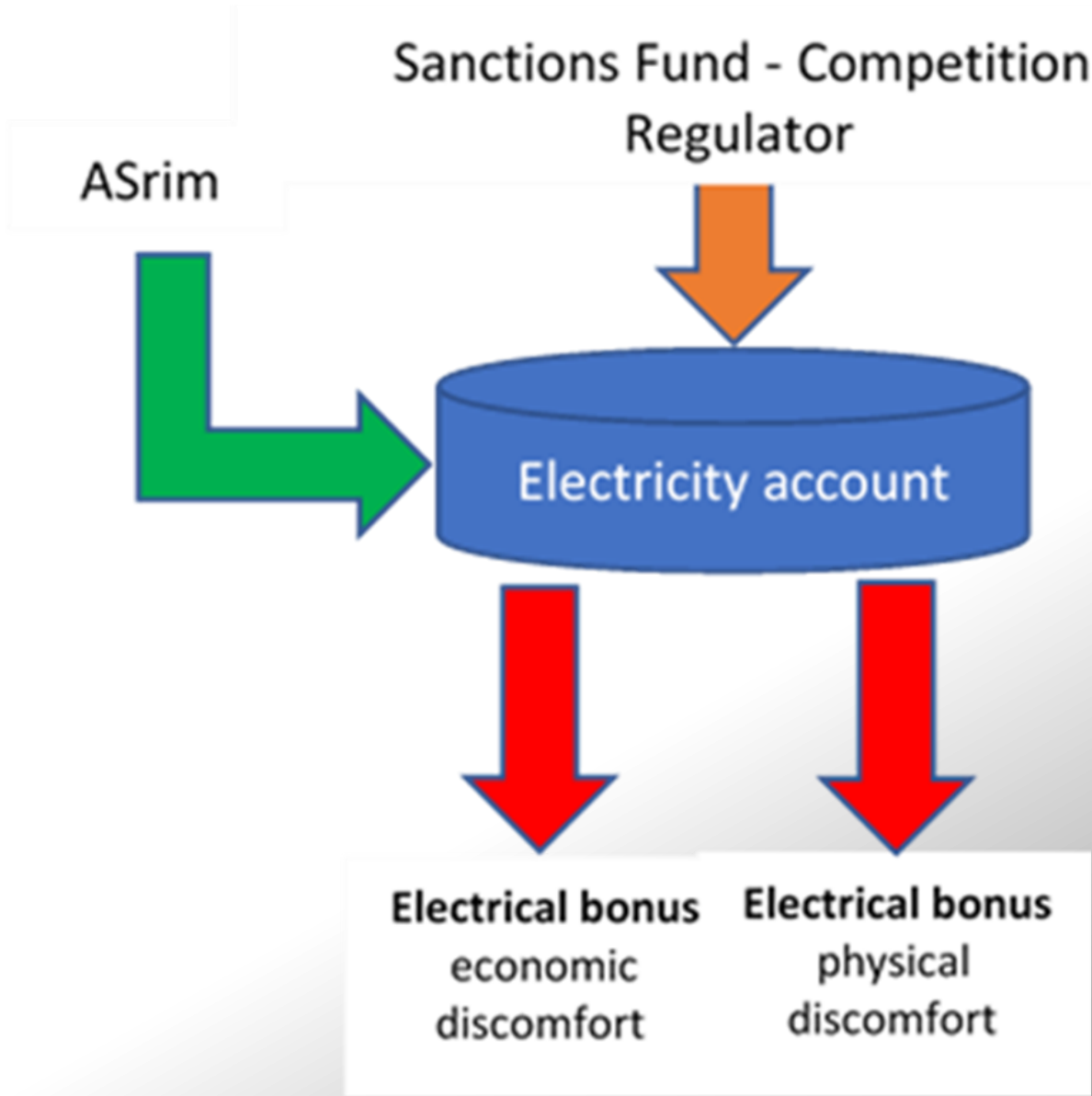
Cost in tariff: Electric Bonus

Table- ASrim component (2016-2019)

Tariff component	2016		2017	2018		2019
	Jan - Sept	Oct - Dec	Jan - Dec	Jan - Jun	Jul - Dec	Jan - Dec
Domestic customers (euro cent/kWh)	0,007	0,035	0,035	0,035	0,000	0,0458 * up to kWh 1800 0,0931 ** above kWh 1800
Not domestic customers in LT (euro cent/kWh)	0,007	0,035	0,035	0,0135	0,000	
Not domestic customers in LT (euro cent for PD/year)	-	-	-	38,52 – 39,36	43,80	
Not domestic customers in LT (Eurocent kW/year)	-	-	-	45,12 – 50,16	0,015	



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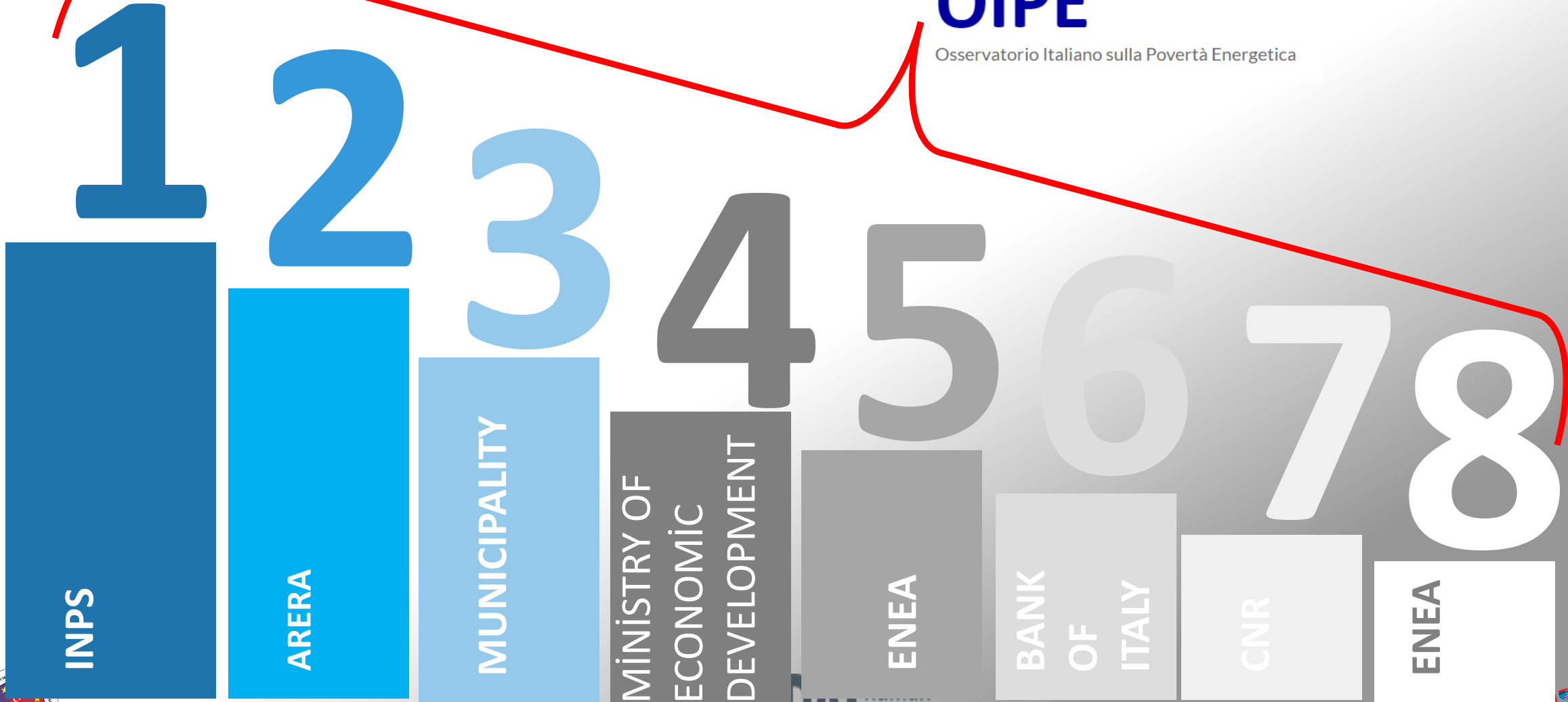
DATA CONTROL & MONITORING



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OIPE

Osservatorio Italiano sulla Povertà Energetica





Initial Barriers

- ✓ Low Number of Requests;
- ✓ Existence of specific groups of customers who more than others have not requested the bonus;
- ✓ Bureaucracy;



Corrective Actions

- ✓ General promotion of bonus information;
- ✓ Simplification and automation of access procedures;
- ✓ Punctual actions against specific categories of clients;



Final Considerations

- ✓ Gaps in governance;
- ✓ Highly fragmented responses fail to prevent the increase of energy poverty ;
- ✓ Punctual actions against specific categories of clients;



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Task 5

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9 October 2020, EMRA, Ankara





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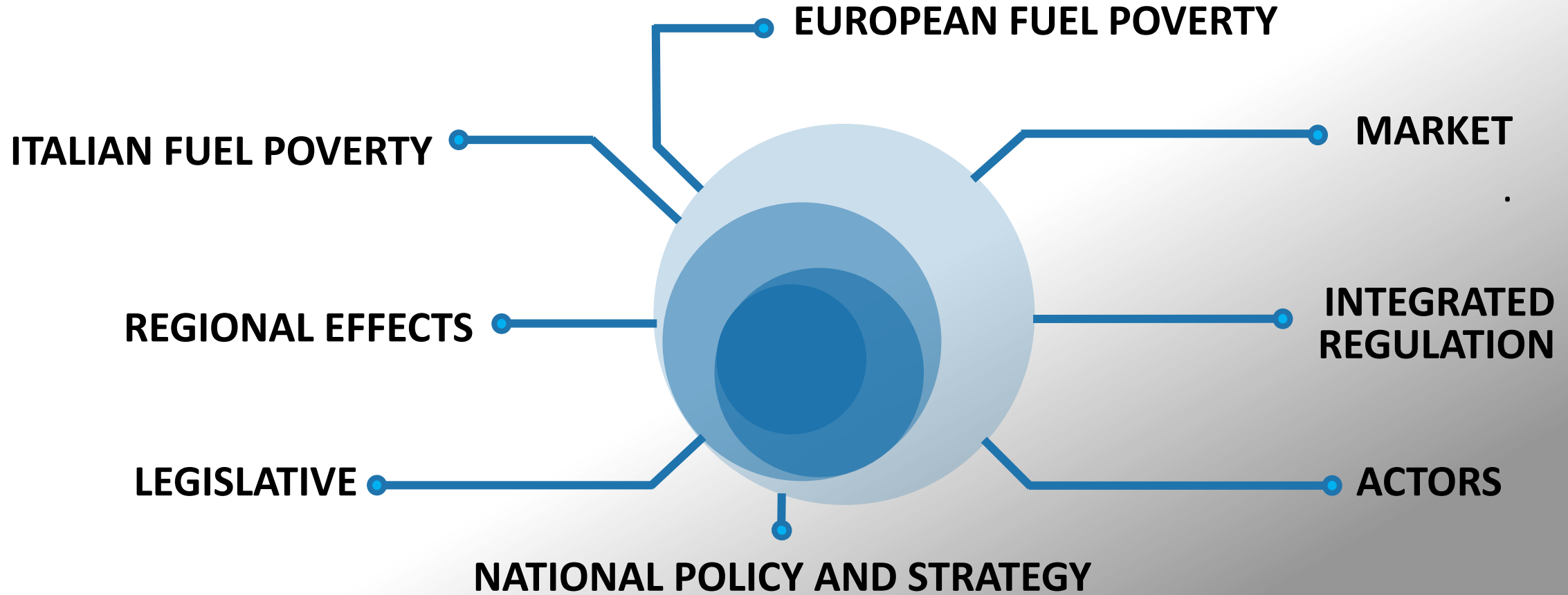
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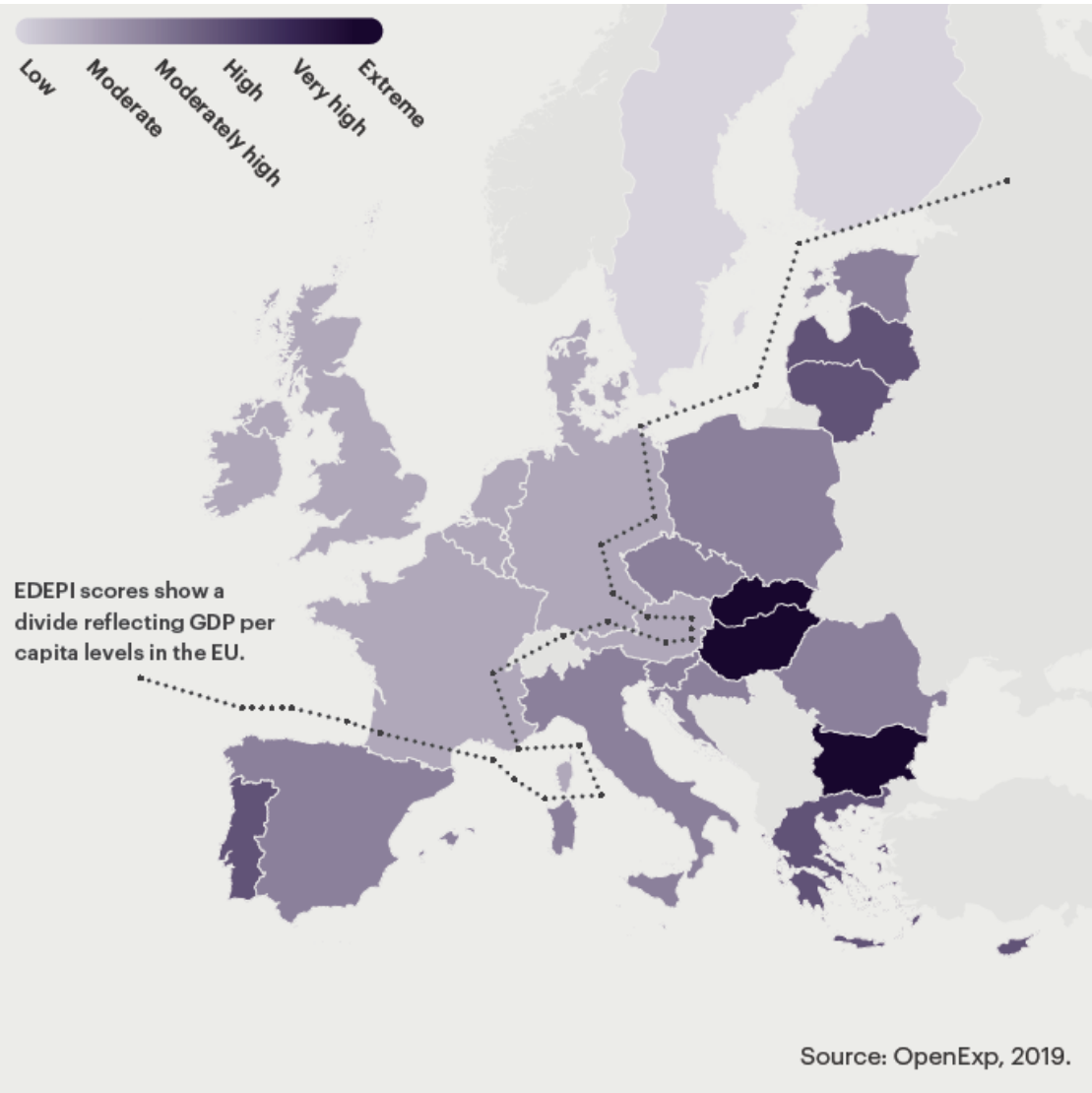
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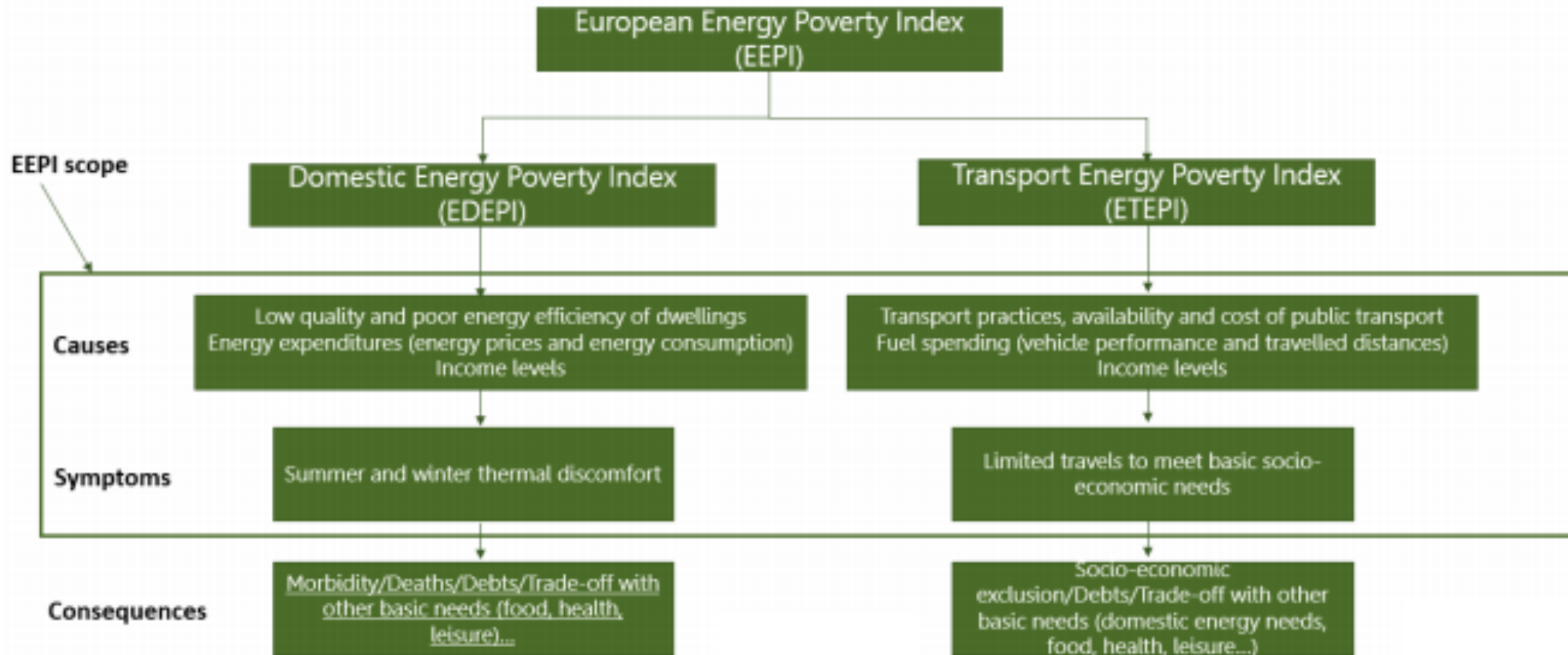
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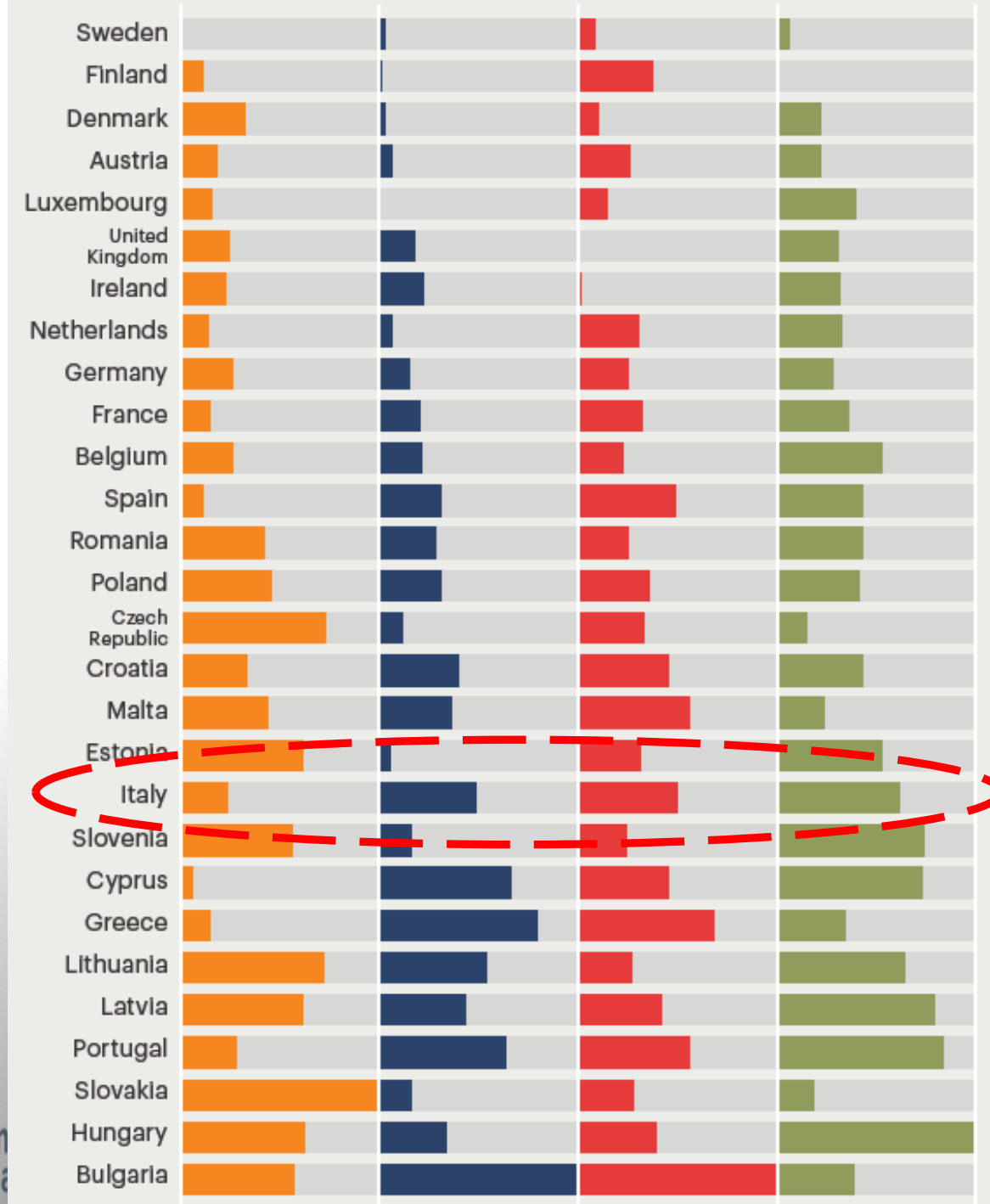
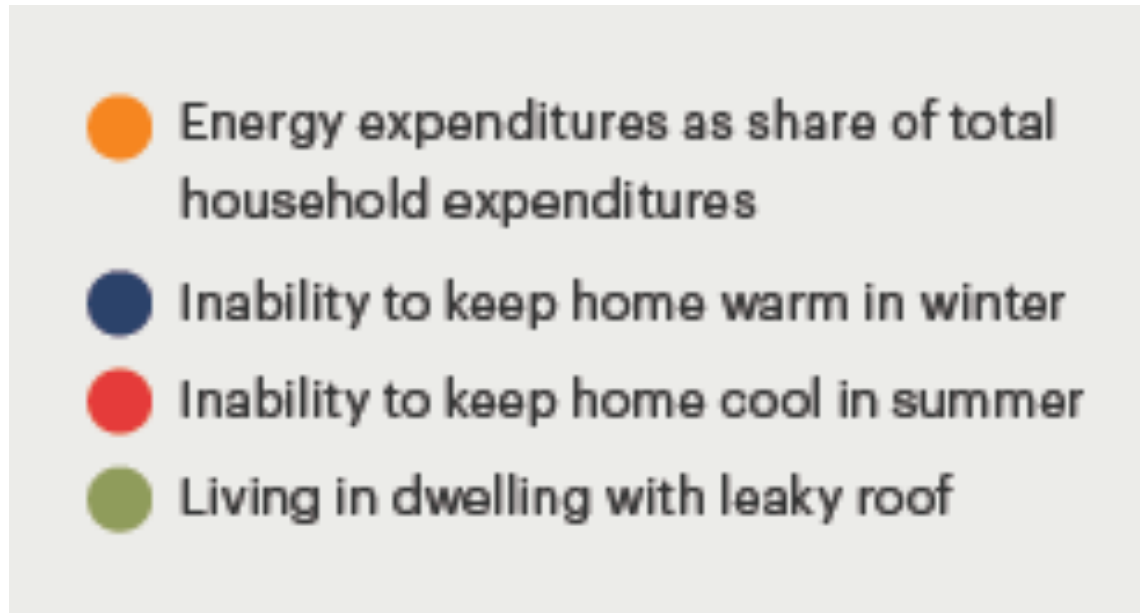
EDEPI: European Domestic Energy Poverty Index

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National Level

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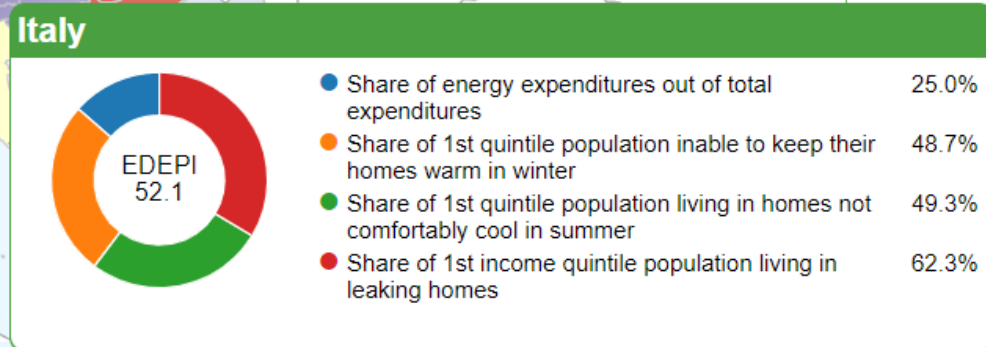
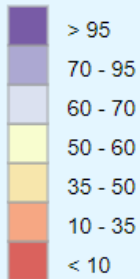
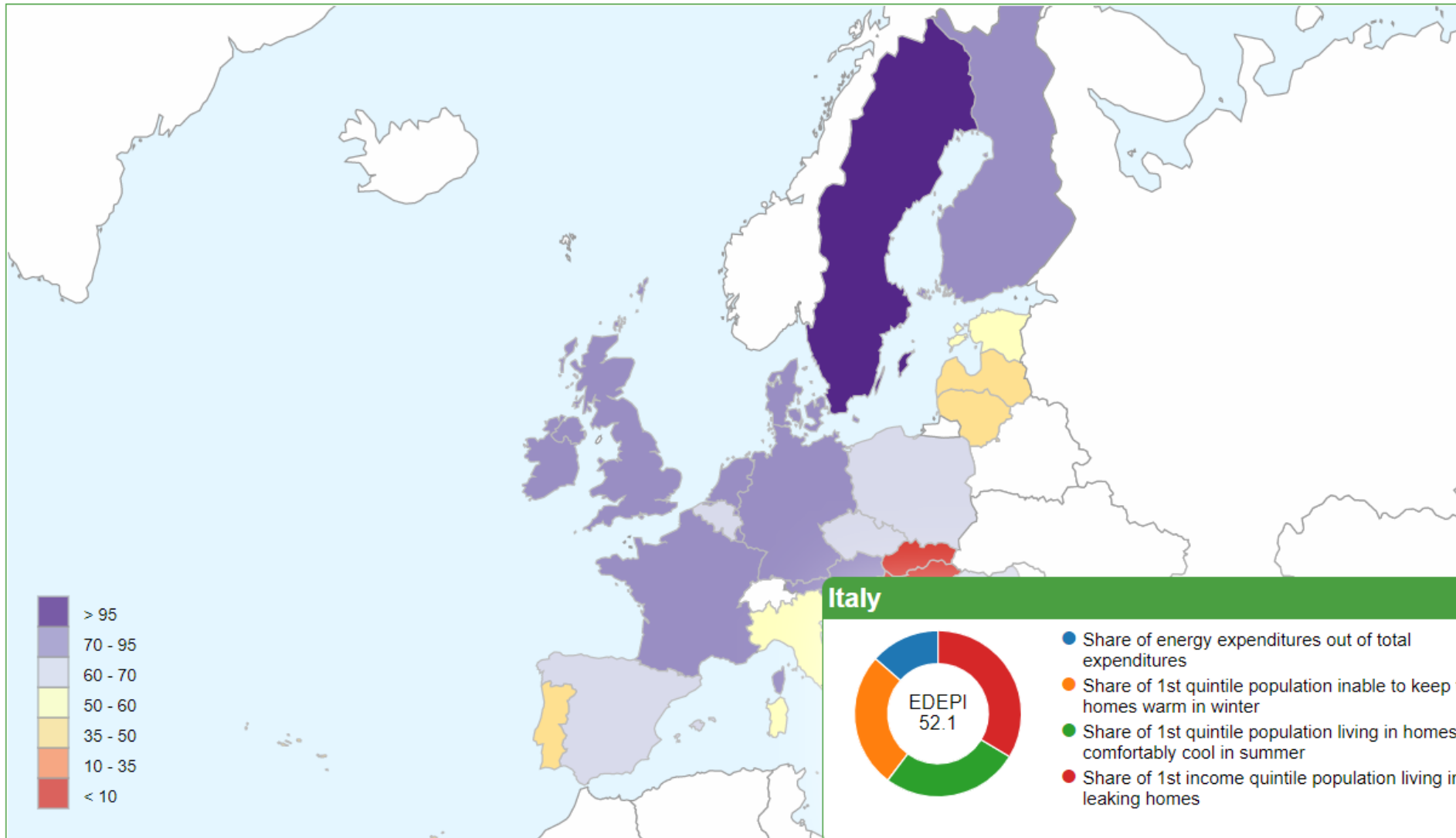


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EDEPI

ETEPI

EEPI



Map

Chart

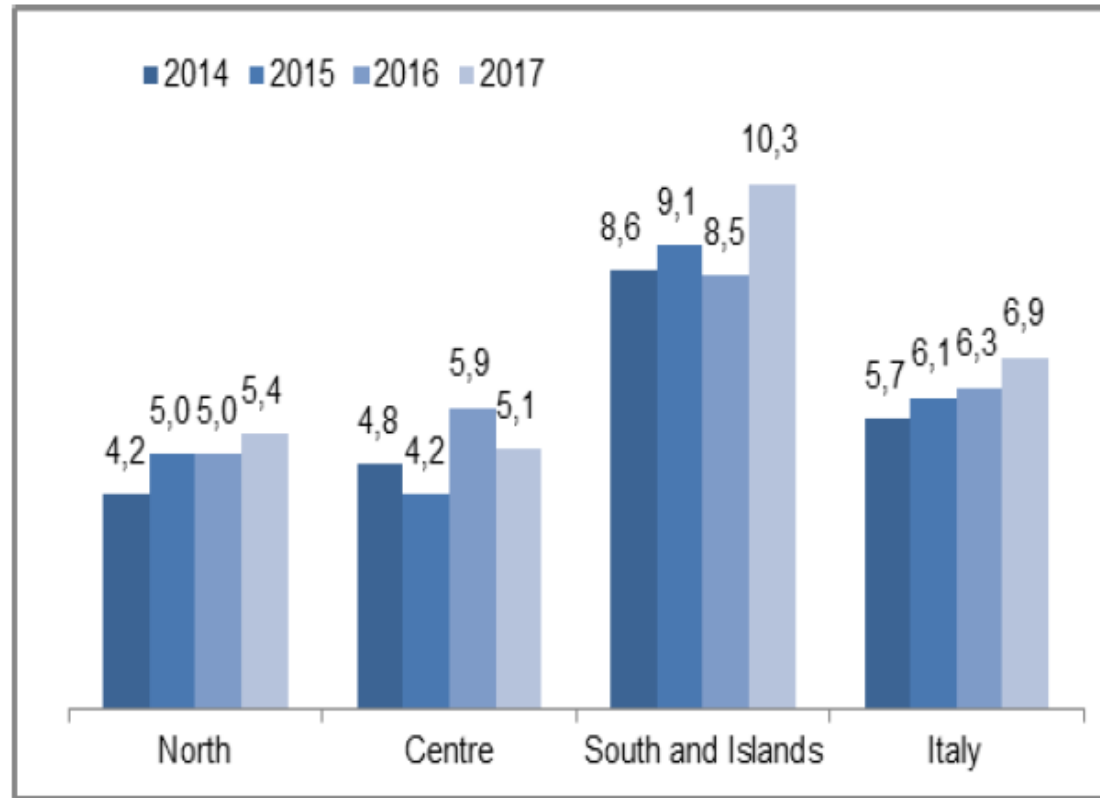




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Regional Level

Graph. 1 Absolute poverty incidence (households) by geographical area. Years 2014-2017 (percentage values)





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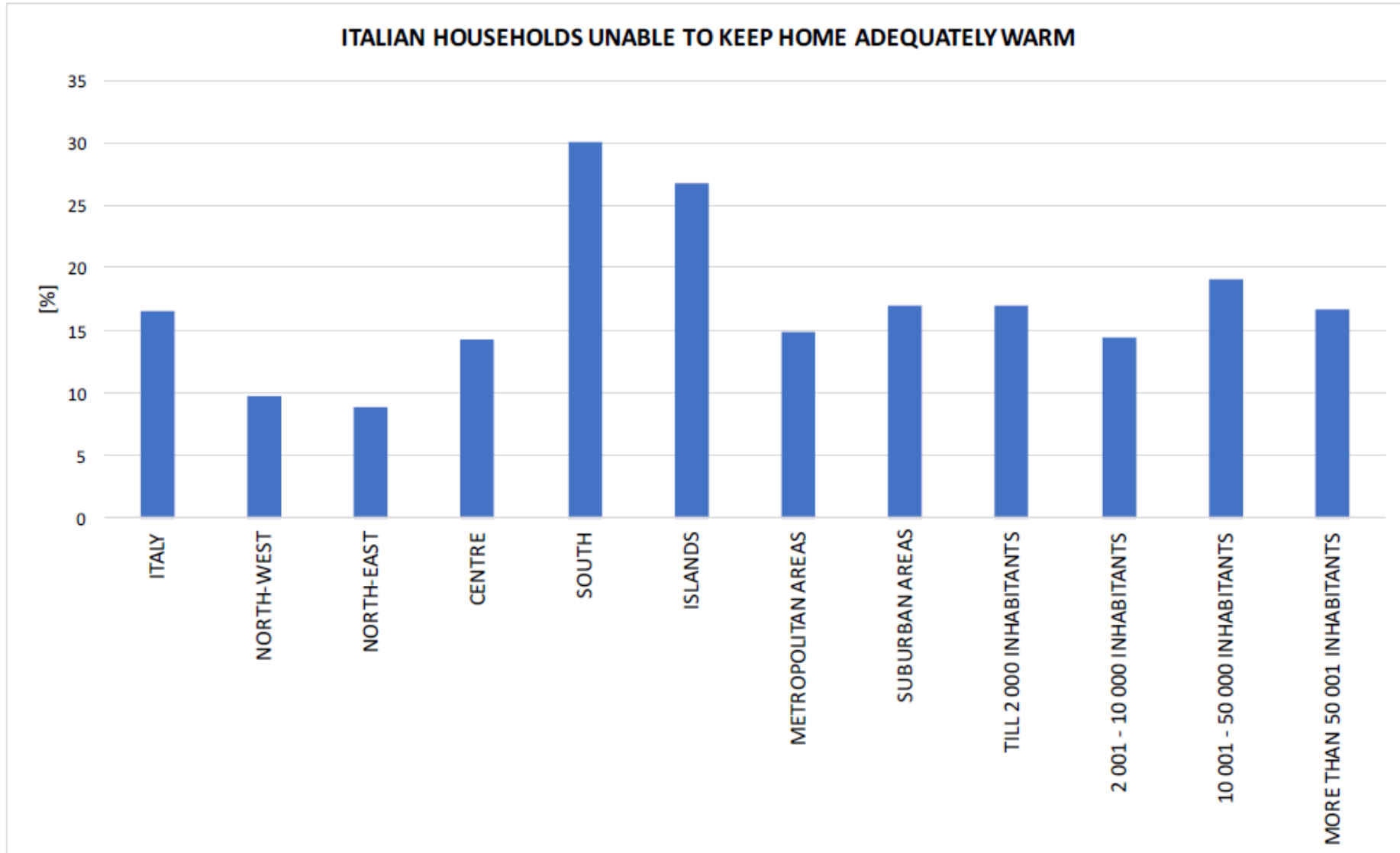


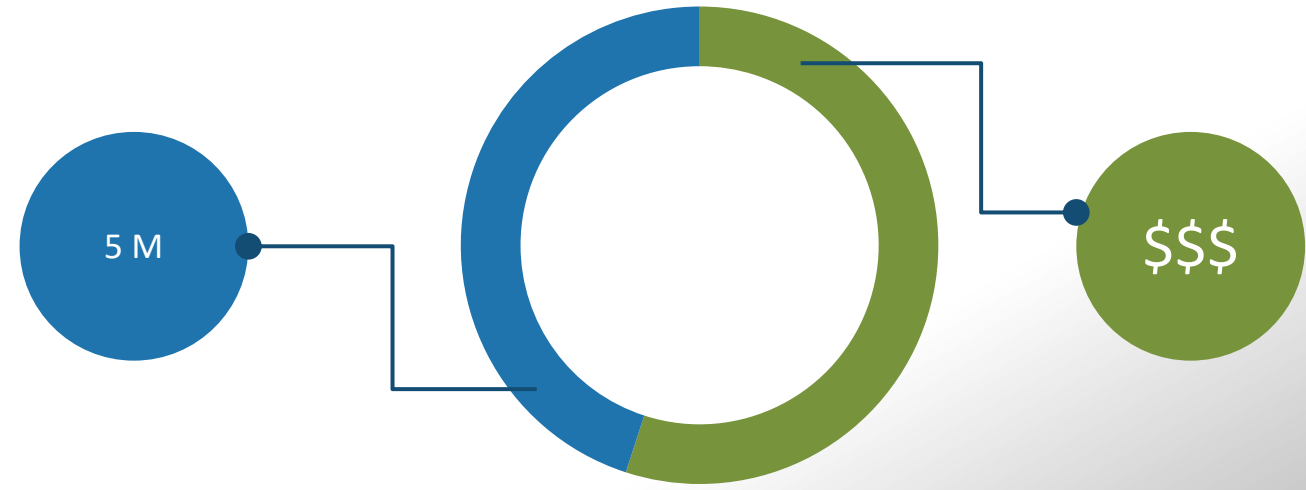
Figure 7. Percentages of families who could not properly heat their homes in 2015 in Italy. Data source: ISTAT.



Italian Energy Poverty

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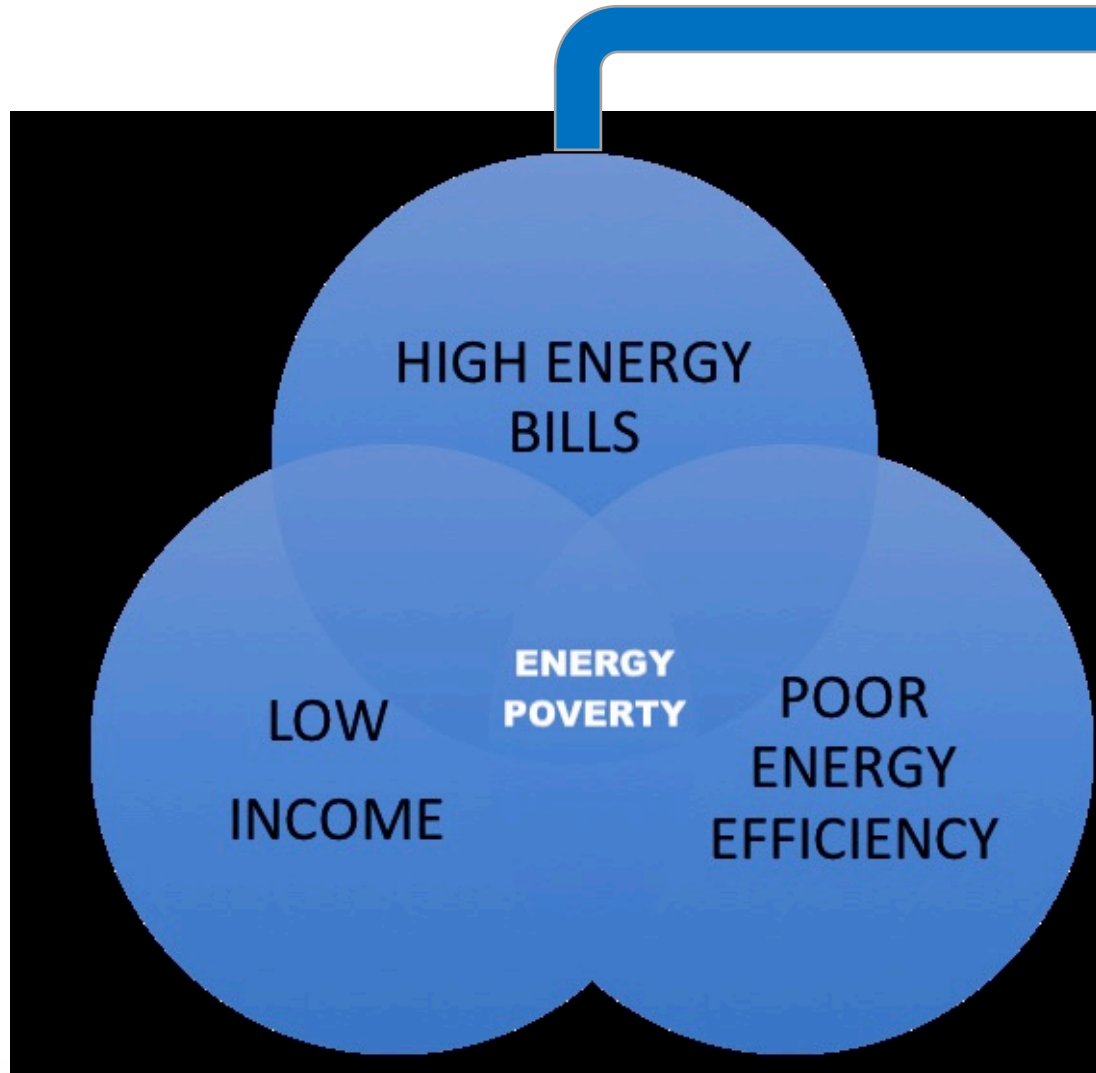
Electricity Market

- ✓ Concentrated Market
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Combating Energy Poverty



Electricity Bonuses



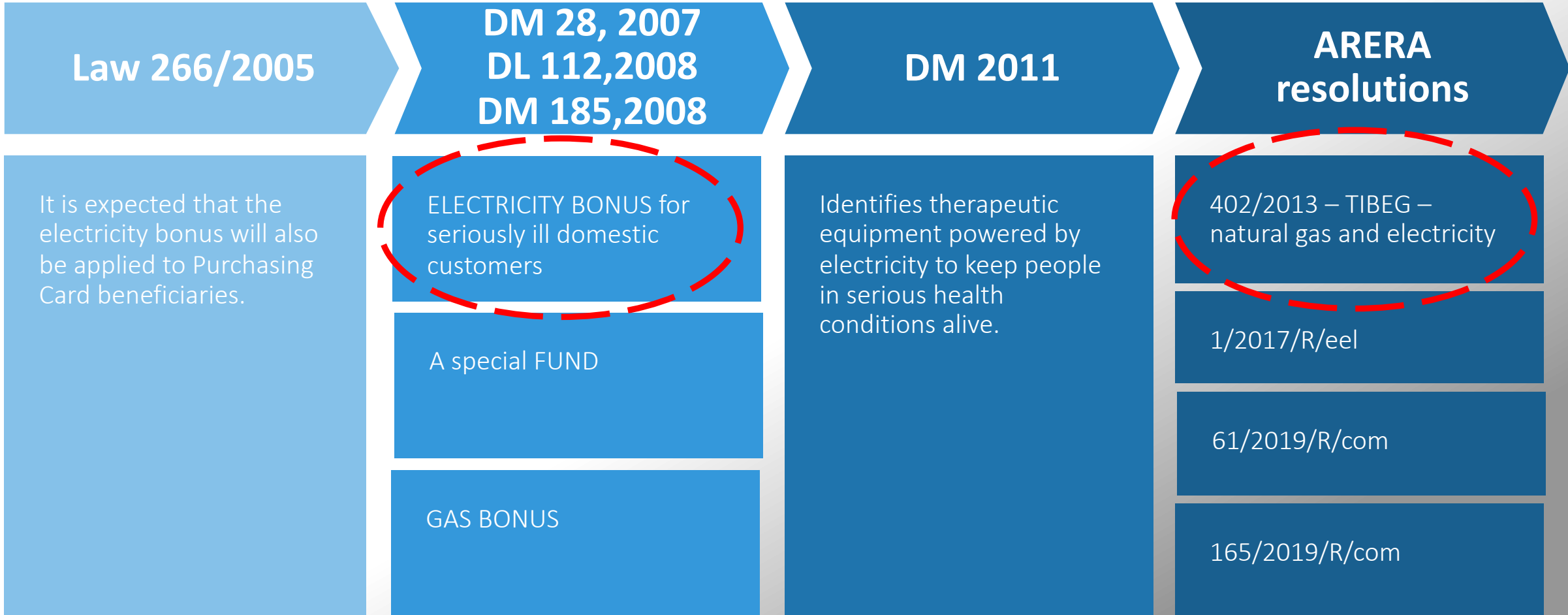
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Law & Regulation

2015
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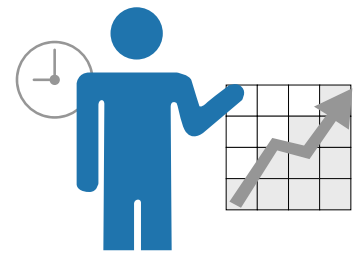




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Some Numbers

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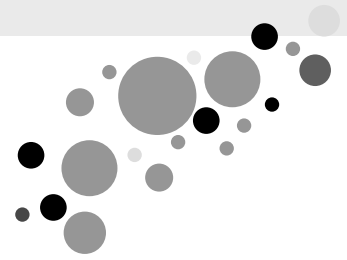
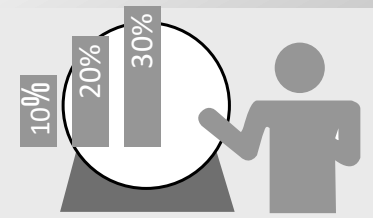


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BONUS ELECTRICITY



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Gas Bonus: What



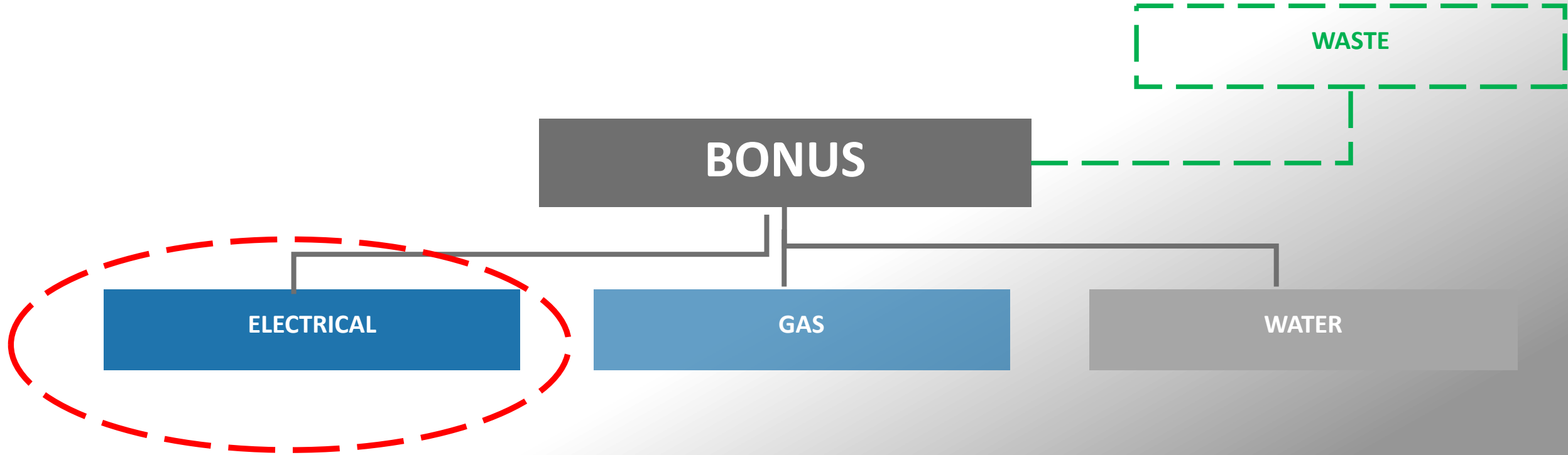
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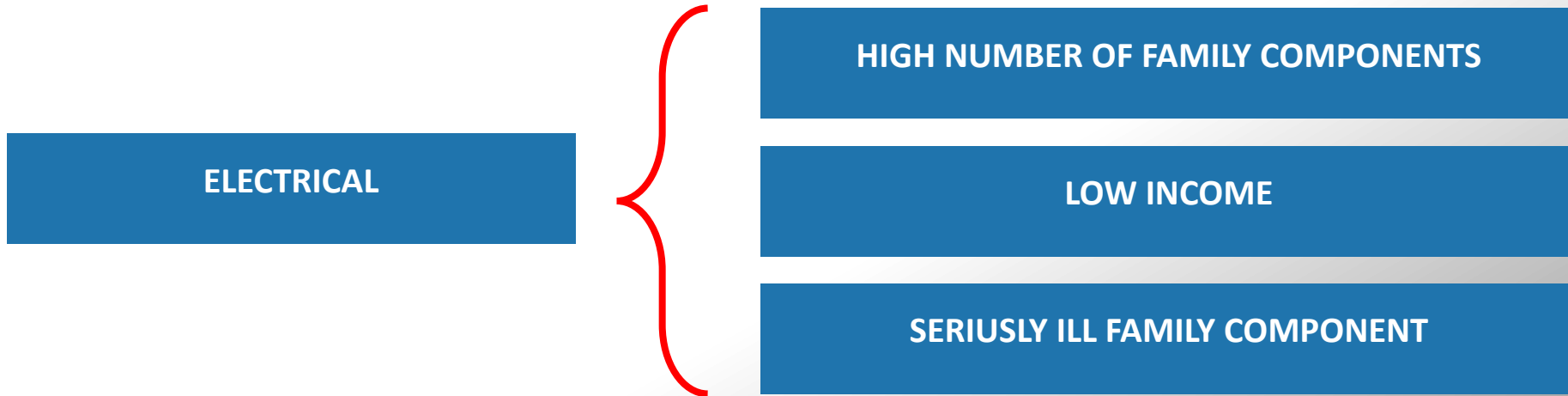
Kind of Exhisting Bonus





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Electric Bonus



Electric Bonus: Who

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Union



- ✓ Families with low income;
- ✓ Families with high number of components;
- ✓ Families with a serious ill component;



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When: Access Requirement



- ✓ Low income;
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Equivalent Economic Situation Indicator (ISEE): What is it?

✓ Indicator to measure the household income;

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$$ISEE = \frac{INCOME + 20\% \text{ asset and properties}}{\text{Equivalent scale parameter}}$$



Number of family components	Equivalence scale parameter
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Table 4. Equivalent scale parameter used to calculate the ISEE. Data source: INPS.



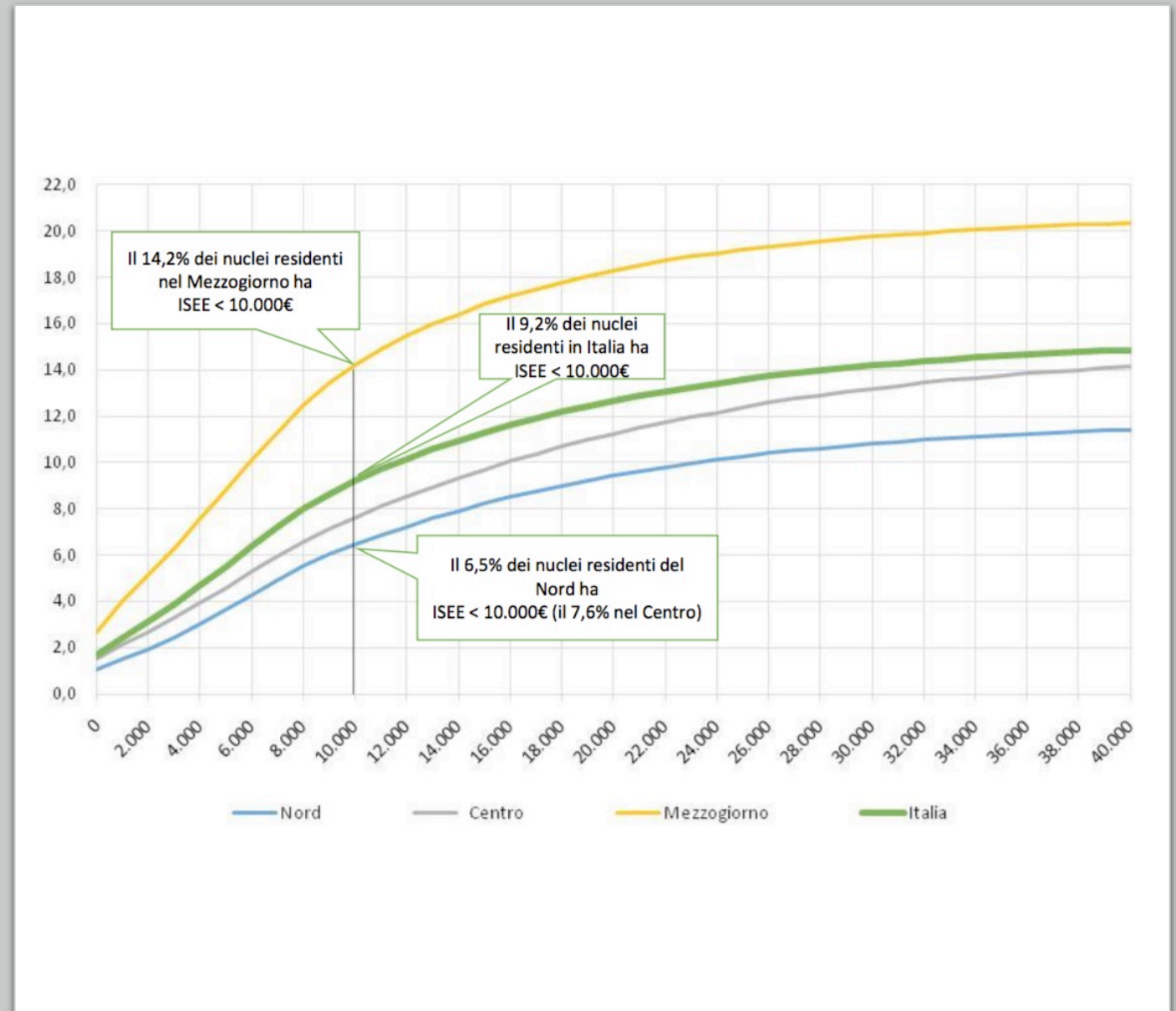
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Amount of compensation for domestic customers	2020
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Physical Discomfort: Value

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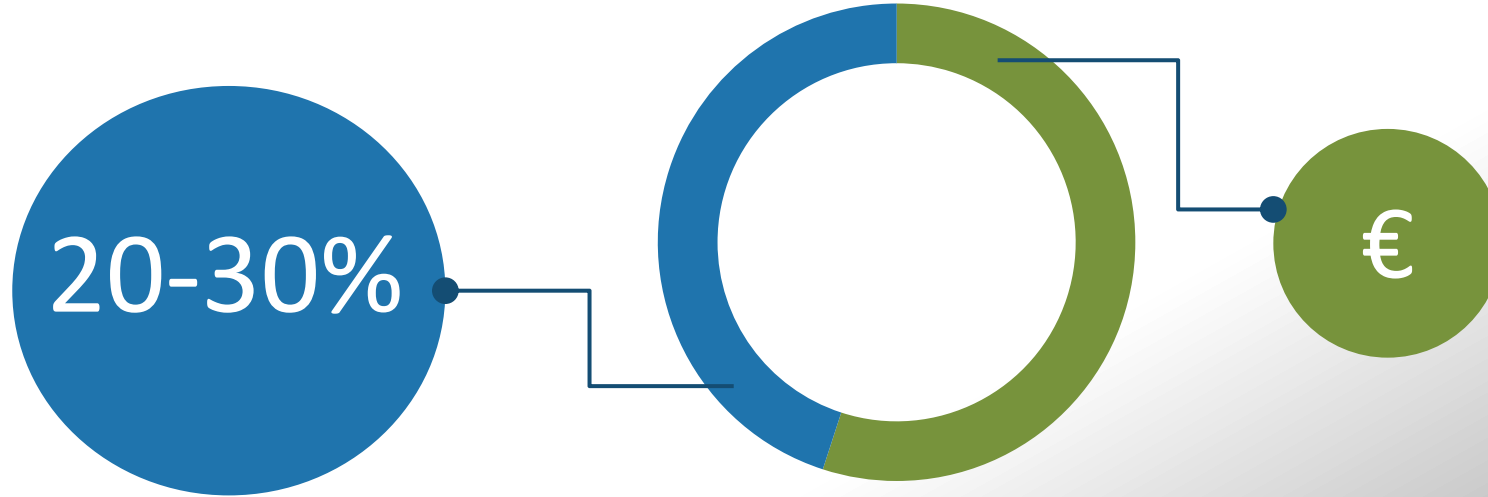
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Annual electric bill value
net and gross expenditure



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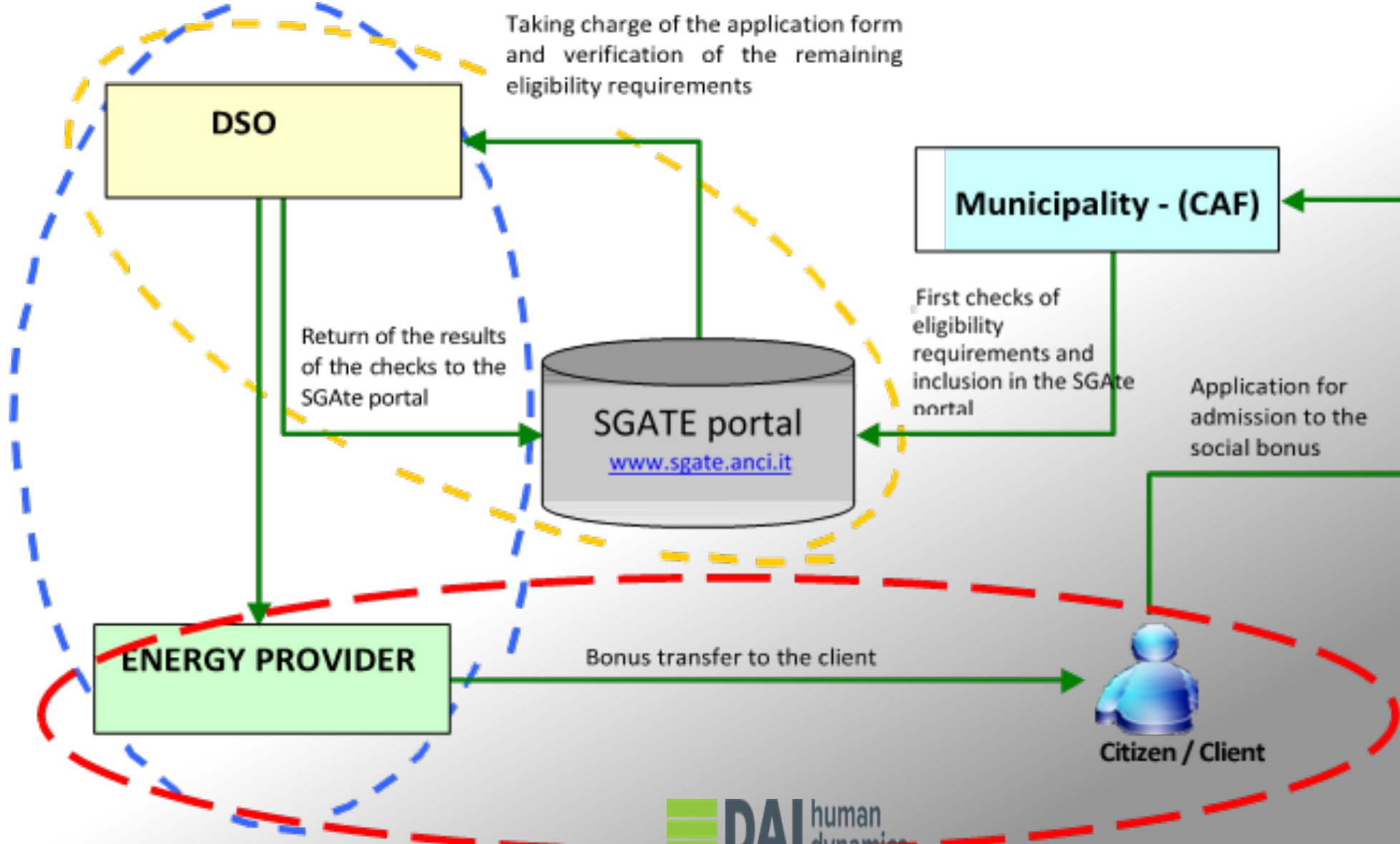
Actors





Process

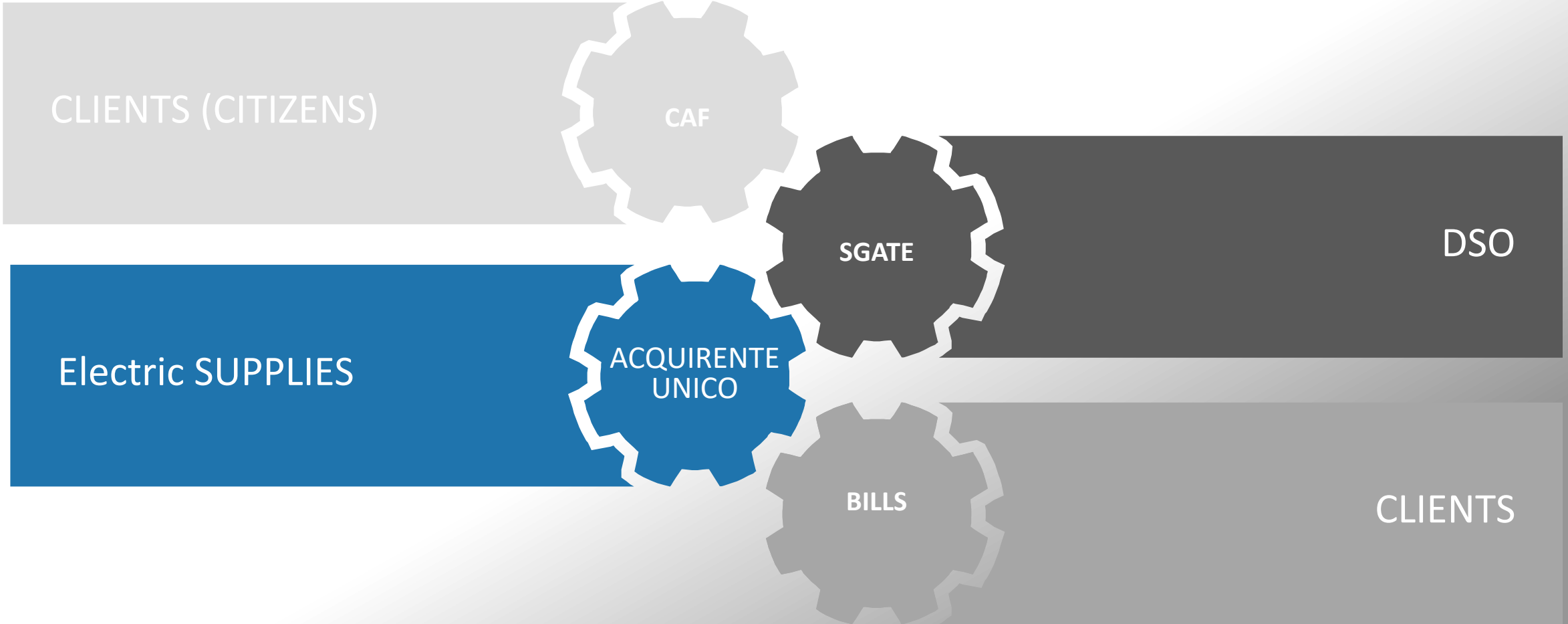
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Information flows

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Citizens – Indirect Clients

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Operating Costs for the Bonus System

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ELECTRIC BONUS VALUE

SUBSIDIES to the MUNICIPALITY

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SGATE COSTS

Providing subsidies to indirect gas users





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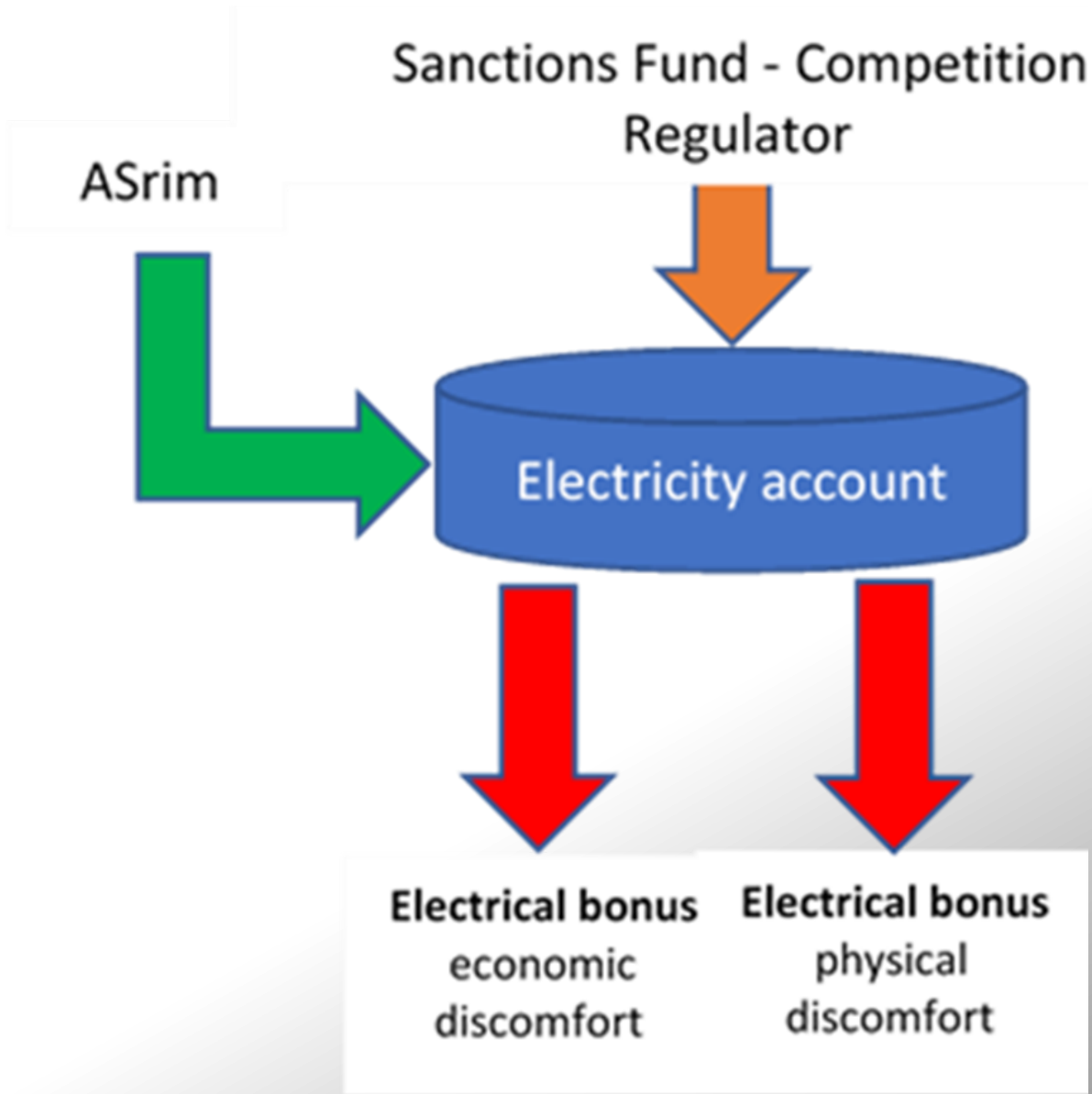
Cost in tariff: Electric Bonus

Table- ASrim component (2016-2019)

Tariff component	2016		2017	2018		2019
	Jan - Sept	Oct - Dec	Jan - Dec	Jan - Jun	Jul - Dec	Jan - Dec
AS / AS _{rim}						
Domestic customers (euro cent/kWh)	0,007	0,035	0,035	0,035	0,000	0,0458 * up to kWh 1800 0,0931 ** above kWh 1800
Not domestic customers in LT (euro cent/kWh)	0,007	0,035	0,035	0,0135	0,000	
Not domestic customers in LT (euro cent for PD/year)	-	-	-	38,52 – 39,36	43,80	
Not domestic customers in LT (Eurocent kW/year)	-	-	-	45,12 – 50,16	0,015	



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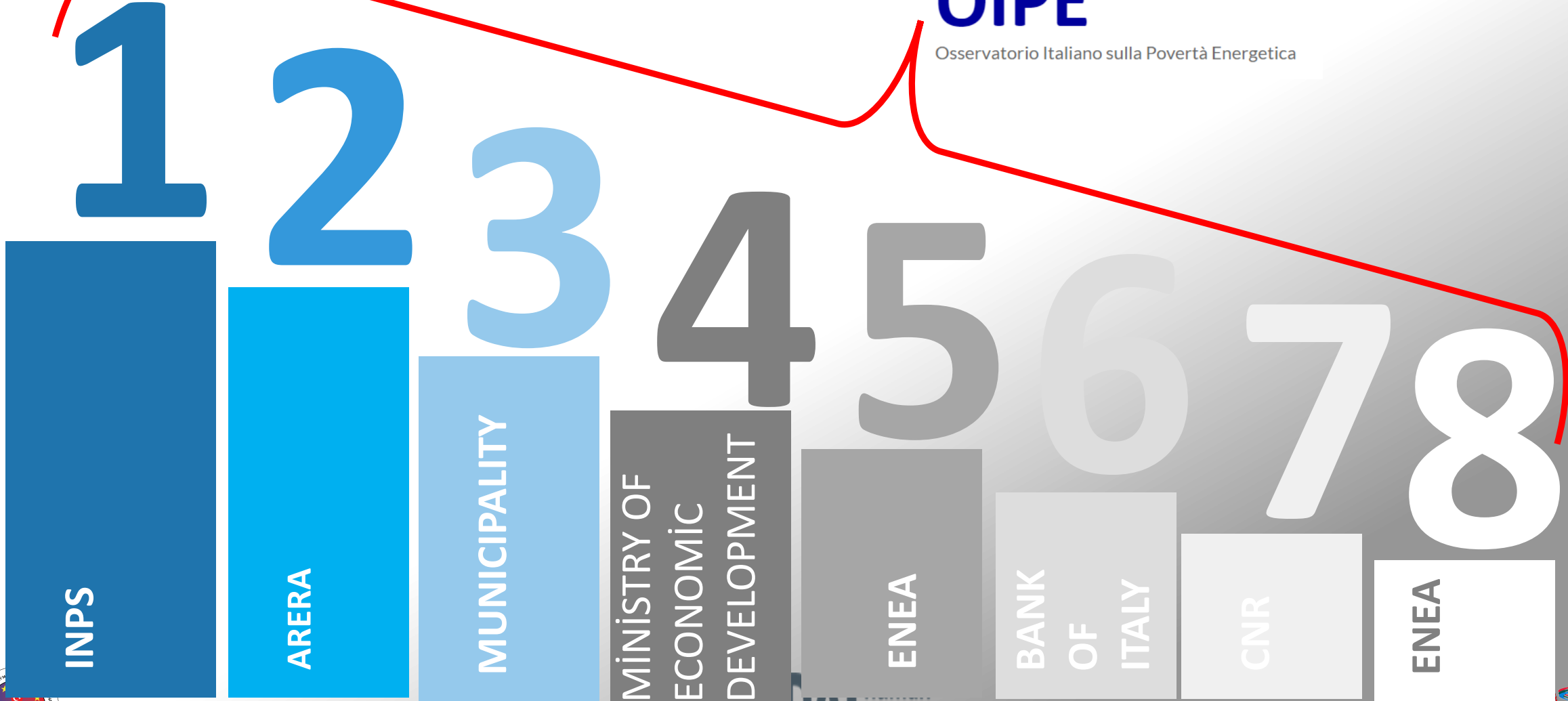
DATA CONTROL & MONITORING



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OIPE

Osservatorio Italiano sulla Povertà Energetica





Initial Barriers

- ✓ Low Number of Requests;
- ✓ Existence of specific groups of customers who more than others have not requested the bonus;
- ✓ Bureaucracy;



Corrective Actions

- ✓ General promotion of bonus information;
- ✓ Simplification and automation of access procedures;
- ✓ Punctual actions against specific categories of clients;



Final Considerations

- ✓ Gaps in governance;
- ✓ Highly fragmented responses fail to prevent the increase of energy poverty ;
- ✓ Punctual actions against specific categories of clients;



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International Benchmarks: Great Britain

OFGEM Definition for Vulnerability:

- Significantly less able than a typical consumer to protect or represent his or her interests in the energy market
- Significantly more likely than a typical consumer to suffer detriment, or that detriment is likely to be more substantial.

Strategy: Continuing the extensive work delivered under our 2013 Consumer Vulnerability Strategy and sets out the priorities to help protect gas and electricity consumers in vulnerable situations until 2025.

Specifically, consumers having problems below face with problems in switching and customer services:

- Mental Health
- Age-related Vulnerabilities
- Disability
- Low income





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International Benchmarks: Great Britain

Particular actions:

- Priority Services Register (PSR)
- Payments, security deposits, disconnections, and final bills
- Prepayment meters and price cap
- Reporting on performance (Social Obligations Reporting): Requires suppliers to submit information to Ofgem, Citizens Advice, and Citizens Advice Scotland when requested.
- Smart metering installation and installation code of practice – domestic consumers





Great Britain: Financial Measures & Actions



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- **Redress:** In 2013-2015 20 investigations were completed, securing £89.9 million in consumer compensation and redress to support fuel poor and vulnerable consumers. This includes £49.7m for energy efficiency measures for fuel poor consumers.
- **Unreturned credit balances:** Following the investigation, suppliers have promised to hand back £153m of unreturned closed account credit balances to customers. Where suppliers cannot identify affected customers and hand the money back directly, they have already committed to contribute £38m to social funds and initiatives.
- **Online price comparison sites:** According to the changes in Confidence Code, the voluntary accreditation for online price comparison sites, so customers will be told about the Warm Home Discount. This should ensure that consumers in receipt of the £140 discount do not accidentally lose it when switching supplier or end up worse off.
- **Cost of calls:** Suppliers are ensured to be offered free phone or low-cost geographic numbers for customers to use; and that telephone numbers are easy to find, including prominently displayed on suppliers communications and websites.
- **Prepayment Meters (PPM):** The amendments to the Debt Assignment Protocol should make switching easier for a significant proportion of the 7% of electricity PPM and 10% of Gas PPM customers who are in debt. OFGEM is also working with suppliers to abolish costs for installing and removing PPMs to make switching easier, to increase tariff choice for PPM customers and to ensure they are treated more fairly.
- **Social Tariffs:** It has been encouraged that the introduction by companies of tailored social tariffs for consumers in vulnerable situations.
- **Free services to customers with additional needs:** New changes were announced to update and expand the Priority Services Register so that any customer with additional communication, access or safety needs can access services for free.
- **Support during outages:** OFGEM's protections require networks to offer customers in vulnerable situations additional support. More than 85,000 customers were provided with extra help when their supply was interrupted during the 2013-2014 storms.
- **Advice:** More than 350,000 consumers have benefited from Energy Best Deal since OFGEM commissioned Citizens Advice to do the first pilot in 2008. Energy Best Deal provides customers in vulnerable situations and those who support them, with face to face advice, training and support to help with switching, financial management and accessing social support.





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Great Britain: Safeguard Tariff

- Allowing suppliers to compete on price for vulnerable consumers
- Where some vulnerable consumers are unable to take advantage of the wider reforms, a safeguard tariff can provide them with protection
- Taking the measure minimizes any unintended consequences or market distortions
- Voluntary supplier actions: Social tariffs previously existed to help households in fuel poverty, but they were voluntary schemes which varied by supplier. Then replaced with Warm Home Discount. Objective is significantly improving the targeting and cost-effectiveness of expenditure and the clarity for eligible households. Under this option, suppliers would retain the ability to set their own tariff levels and eligibility criteria.
- Other options are Uniform rebate payments, Mandated Tariff Design, Mandatory SVT (Standard Variable Tariffs) format.

Direct impact of temporary safeguard tariff on eligible customers

Total number of households protected (directly or indirectly)	2.19 million
Total number of households seeing immediate reduction in bills	0.91 million
Average saving per eligible dual fuel customer per year	£122.25
Average saving per eligible single fuel electricity customer per year	£85.41
Average among all those saving (£ per customer per year)	£110.18
Total reduction in bills per year	£100.3 million





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Turkey Case

- Social Tariff under Last Resort Tariff: Low-consumption consumers vs high-consumption consumers: Low consumption consumer profile is thought to be defined for the consumers who do not enter the vulnerable consumer scope but still need to be incentivized and for the consumers who are not ready for relatively higher prices in a liberalized market, even the eligible consumer limit is zero.
- Special and low-price tariff for immediate families of martyr & disabled veterans group (under LV & single term tariff group): Consumers who are given martyr salary by the General Directorate of Pension Fund or the General Directorate of Social Security Institution.
- DSOs are obliged to register the retail sales contracts and bilateral agreements of the consumers who are dependent on electrically powered dialysis support units, respirators and similar life support devices and have supporting documents. It is stated that the meters of the consumers, whom submit the valid health report to the DSO, could not be disconnected from the unpaid electricity bills, and in case of demand for instalment payments for the payment of the debt, the instalments are formed by the suppliers. The instalment period is set to be maximum four months.

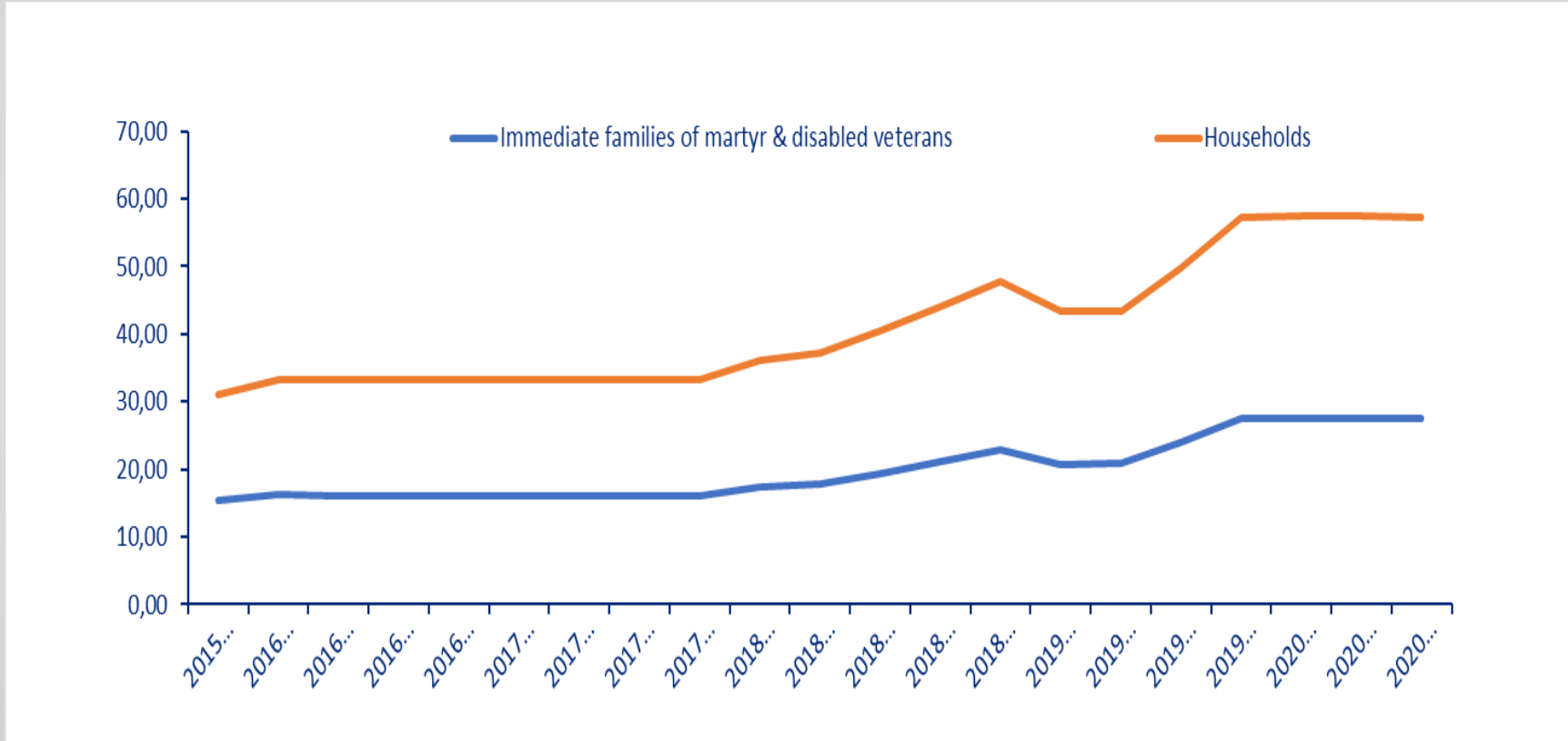




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Financial Measures





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Stakeholder Insights

- 82% of the participants supported the social tariff & vulnerable consumer approach, and 58% of participants replied as supports should be application-based whereas 42% answered as ex-officio.
- The benefits of the individuals entering the social tariff system should be available and re-evaluated annually.
- Determining the individuals who will benefit from social tariff mechanism should be based on both income and owned assets. Also, following groups got the highest rate to be included in the vulnerable consumer concept.
 - Immediate families of martyr & disabled veterans
 - Individuals with severe disabilities or Turkish citizens who document that they are 40% or more with disabilities by a medical board report
 - Unemployed individuals
 - Orphan and widows
- Social Security Institution database was found the most reliable resource to be used for determining the vulnerable consumer scope.





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Stakeholder Insights

- Approximately 90% of the participants found the scope of the existing incentivizing framework as inadequate and the hit rate of reaching the entire vulnerable consumers was assessed as considerably low. The lack of awareness of the consumers was highlighted as the main reason behind this situation.
- In the existing framework, eligibility criteria of the vulnerable consumers were the highest rated issue to be improved.
- Social tariff mechanism and discount in the electricity bills were highlighted as the solution for incentivizing.
- Reaching the real needers was rated as the riskiest point in the vulnerable consumer supporting mechanisms and contribution of local authorities was highlighted to mitigate the risks.
- Gradual tariff implementation was recommended as an alternative solution to make electricity more affordable for low-income consumer. It was stated that the reporting of the social tariff scope should be detailed and be involved in the regular EMRA market reports. Also, termination of tax charges was emphasized as additional application for assisting vulnerable consumers.
- Municipalities were rated as the most effective stakeholder to have active participation in the supporting processes of vulnerable consumers. Also, it was remarked that NGOs should take active role and should have action plan in line with their internal policies.
- Ministry of Family, Labor and Social Services and EMRA were addressed as the responsible stakeholder for monitoring processes.
- It was noted that a new digital system should be developed specific for managing the support processes and for verification of the collected data.





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Stakeholder Analysis

Ministry of Energy and Natural Resources (MENR): MENR has the authority to determine the strategy and necessary policies about the electricity market development including all stakeholders - i.e. DNOs, incumbent suppliers, retailers, wholesale companies - under the regulatory framework set by Electricity Market Law enacted in 2003.

General Directorate of Social Security Institution: In the existing social tariff methodology which currently includes only immediate families of martyr & disabled veterans, beneficiaries are certificated by General Directorate of Social Security Institution with the martyr or combatant/disabled veteran salary.

Ministry of Family, Labour and Social Services: Although the beneficiaries are currently determined by the fact that they have been paid by General Directorate of Social Security Institution with the martyr or combatant/disabled veteran salary, Department of Relatives of Veterans and Relatives of Martyrs of Ministry of Family, Labour and Social Services has the original database for determining the citizens having the right of being vulnerable. In addition, the eligibility data of citizens who need social aids and currently gather direct supports from the public institutions is kept and controlled by Ministry of Family, Labour and Social Services. Thus, in both as-is situation and the case of expansion of the scope of vulnerable consumer action plan, required database for determining vulnerable consumer eligibility could be managed and monitored by Ministry of Family, Labour and Social Services.

Energy Market Regulatory Authority (EMRA): EMRA has the responsibility for determining the approved tariff and related fees per tariff groups quarterly. In accordance with the Electricity Market Law, the procedures and principles regarding the tariff determination and implementation are regulated by necessary regulations issued by EMRA. Therefore, approved tariff fee for immediate families of martyr & disabled veterans is determined by EMRA under the regulated tariff tables announced regularly in quarter base. In addition, distribution fee required for the execution of electricity distribution market activities and retail sale service fee required for the execution of retail services for regulated tariff consumers are determined and announced by EMRA within regular tariff tables. In case of side benefits like being exempt from distribution fee or retail sale service fee could be managed by EMRA.





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Stakeholder Analysis

Distribution System Operators (DSOs): Distribution activity is carried out by the DSO in the region specified in its license. The Distribution System Operator is responsible for the reading, maintenance, and operation of meters in the region specified in its license. The procedures and principles regarding the execution of a non-market activity that will increase efficiency with the distribution activity are regulated by EMRA. Procurement of electrical energy for general lighting, to cover technical and non-technical losses of the distribution system and sales of excess energy due to realizations which is contracted to cover the system technical and non-technical losses, are additional responsibilities of DSOs. There exist 21 DSOs licenced in electricity distribution market of Turkey. In case of side benefits within distribution activities - e.g. being exempted from disconnection from unpaid bills and theft operations – could be managed and controlled by DSOs.

Incumbent Suppliers: Incumbent suppliers sells electricity to non-eligible consumers in the relevant distribution region over the retail sale tariffs approved by the Board of EMRA in line with the Electricity Market Law. Social tariff implementation for immediate families of martyr & disabled veterans is included in the approved retail sale tariffs. With the unbundling framework, incumbent suppliers have been unbundled from distribution system operators with their operation licenses for regulated tariff consumers. There exist 21 incumbent suppliers unbundled from DSOs licenced in electricity retail market of Turkey. Therefore, collection of payments via approved retail sale tariffs is the responsibility of incumbent suppliers. Also, DSOs are notified by incumbent suppliers for disconnection operations from unpaid bills of regulated tariff consumers. In case of being exempted from disconnection from unpaid bills, incumbent suppliers should avoid creating work order for related premises.

Municipalities and local institutions: Currently, low income citizens are supported with direct support mechanisms and social aids by municipalities and related public institutions. Therefore, municipalities also have the necessary data for determining the scope of vulnerable consumers and ability of monitoring.

Non-governmental organizations (NGOs): Non-governmental organizations are collecting the feedbacks from the society and market with their organizational structure and operating nature to enhance the current system. Feedbacks about the methodology might consist of both cost-related and eligibility of being vulnerable. Consequently, NGOs are playing important role for sustainability and enlargement of the system.

Vulnerable consumers: Consumers that are incentivized in payment of their electricity bills. This is currently achieved by determining a separate discounted fee in tariff and limited with the immediate families of martyr & disabled veterans. In case of enlargement of the scope, vulnerable consumers are expected to be determined by income level or need for social aids.





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Other Support Mechanisms

In addition to the existing social tariff framework, consumers with serious health conditions and having related documents are protected via Consumer Services Regulation against disconnection and outage obligations.

DSOs are obliged to register the retail sales contracts and bilateral agreements of the consumers who are dependent on electrically powered dialysis support units, respirators and similar life support devices and have supporting documents. It is stated that the meters of the consumers, whom submit the valid health report to the DSO, could not be disconnected from the unpaid electricity bills, and in case of demand for installment payments for the payment of the debt, the installments are formed by the suppliers. The installment period is set to be maximum four months.

The relevant DSO is obliged to inform the supplier of the consumer within 3 working days from the date of submission of the report in order not to disconnect the electricity of the consumer. Monitoring of the validity of the health report is also the responsibility of DSOs. The DSO informs the consumer that the medical report will expire at least 20 days before the expiration date of the health report. On the other hand, the consumer is obliged to notify the current report to the DSO within 30 days from the expiration date of the health report submitted. These consumers are primarily informed by the DSOs via the communication channel determined by the consumer in case of planned outages. In case of unplanned outages, these consumers are informed about the situation and the progress of the actions by DSOs via the communication channel determined by the consumer.





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Gap Analysis & Recommendations

	EU Practices	Turkey Practice	Recommendation
Current Implementation	<ul style="list-style-type: none"> - Great Britain <ul style="list-style-type: none"> o Mental health o Age-related vulnerabilities o Disability o Low income - Spain <ul style="list-style-type: none"> o Social bonus and discounted tariff - Italy <ul style="list-style-type: none"> o Economic hardship and the electric bonus-i.e. a discount on the bill o Serious health conditions - physical discomfort 	<ul style="list-style-type: none"> - Social tariff is defined for only immediate families of martyr & disabled veterans within the approved tariff tables. - Obligations not to disconnect the electricity of consumers having serious health conditions directly depending on electricity supply. 	<ul style="list-style-type: none"> - Cost-benefit analysis (CBA) is needed to be conducted to estimate the economic impact. The CBA study may consist of both qualitative and quantitative approaches. - Specific Vulnerable Consumer Action Plan in line with the cost-benefit analysis results is needed to be prepared and declared.
Legislation and Regulation for The Vulnerable Consumers	<ul style="list-style-type: none"> - Strategy papers and specific legislations are declared - Great Britain <ul style="list-style-type: none"> o SLC 0 (Standard Licence Conditions) Standards of Conduct o SLC 26 Priority Services Register o SLC 32 Reporting on performance (Social Obligations Reporting) o SLC 35/41 Smart metering installation and installation code of practice – domestic consumers - Spain <ul style="list-style-type: none"> o Royal Decree 897/2017 o Royal Decree-Law 15/2018 o Royal Decree-Law 7/2016 - Italy <ul style="list-style-type: none"> o Legislative Decree no. 93/11 o Public Service Requirements and Consumer Protection o The Law 205 of 23 December 2005 o The Decree of the Ministry of Health of 13 January 2011 o The Decree of the President of the Council of Ministers no. 159 o Report 273/2014/l/com o Consultation Documents o National Energy Strategy o Decree-Law no. 124 of October 26, 2019 	<ul style="list-style-type: none"> - Electricity Market Law - Last Resort Tariff Regulation - Tariff Regulation - Tariff Procedures and Principles - Consumer Services Regulation 	<ul style="list-style-type: none"> - Specific legislations should be prepared and announced for social tariff mechanism including entire support and protection cautions in line with CBA results and Vulnerable Consumer Action Plan.





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Gap Analysis & Recommendations

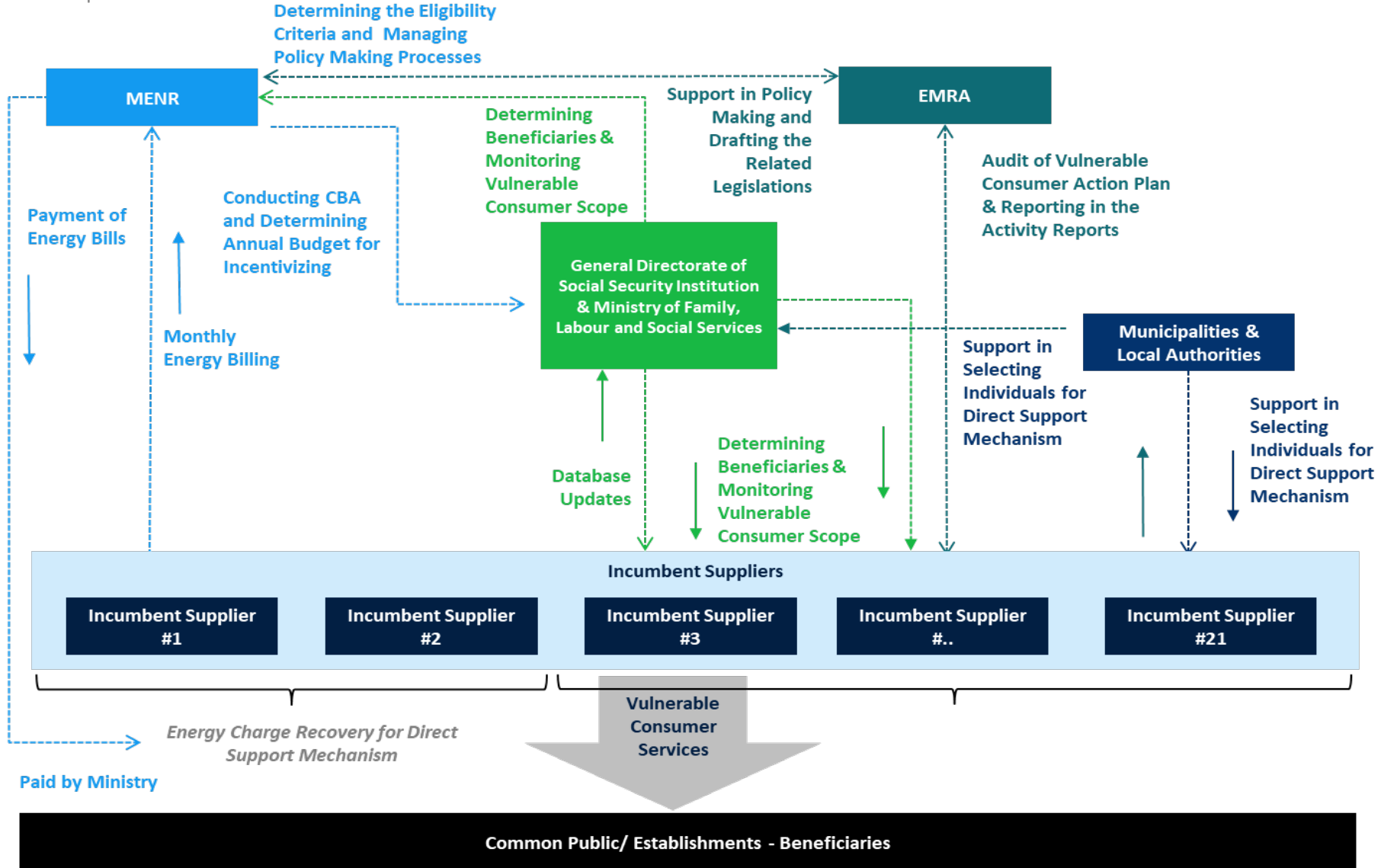
	EU Practices	Turkey Practice	Recommendation
Monitoring of Vulnerability	<ul style="list-style-type: none"> - Vulnerability monitored and EU-wide comparisons made, including progress over the years 	<ul style="list-style-type: none"> - Vulnerability is currently based on being from immediate families of martyr & disabled veterans - Consumers with serious health conditions are protected against disconnection and outage obligations. 	<ul style="list-style-type: none"> - Vulnerability criteria should be redefined, and the entire supporting mechanism should be monitored under the specific role.
Financial Measures	<ul style="list-style-type: none"> - Direct supports, social tariffs, home isolation supports are applied. 	<ul style="list-style-type: none"> - Discounted and separate tariff is defined for immediate families of martyr & disabled veterans 	<ul style="list-style-type: none"> - Financial measures are needed to be assessed via cost-benefit analysis studies for enhanced scope.
Stakeholder Cooperation	<ul style="list-style-type: none"> - Distribution and delegation of duties among stakeholders 	<ul style="list-style-type: none"> - EMRA is responsible for announcing the discounted tariff - General Directorate of Social Security Institution is certifying the beneficiaries with the martyr or combatant/disabled veteran salary. 	<ul style="list-style-type: none"> - Detailed stakeholder action plan is needed to be performed for enhanced scope.





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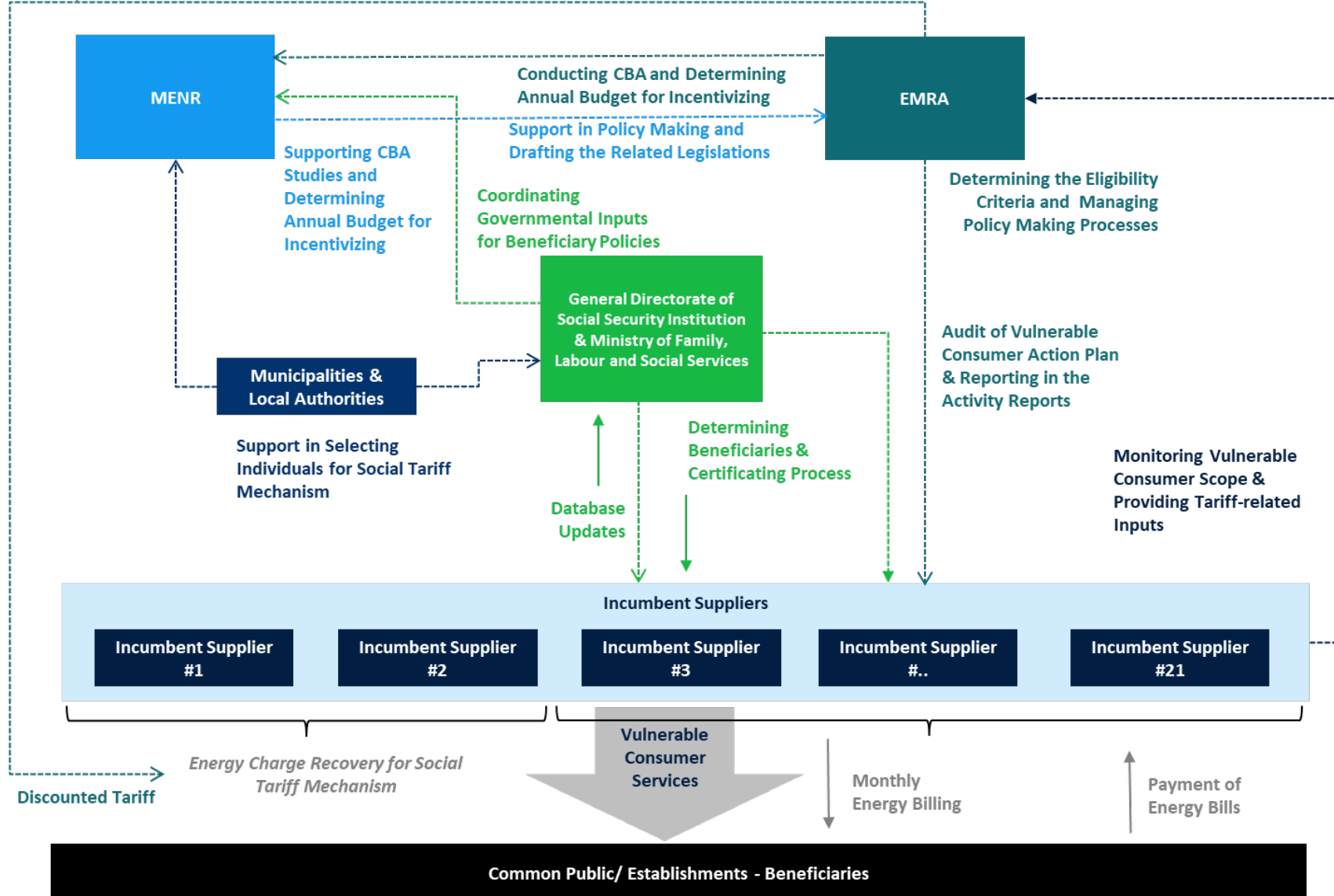
Roles & Responsibility Matrix - Direct Support Mechanism





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Roles & Responsibility Matrix – Social Tariff Mechanism





Action Plan Recommendation – Direct Support Mechanism



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Action	Responsible	Supporter	Start Date	End Date
Preparation of Vulnerable Consumer Strategy Paper	MENR	EMRA	2021 January	2021 June
Separate legislation for Vulnerable Consumers	EMRA	MENR	2021 June	2021 December
Conducting CBA studies to estimate economic impact	MENR	-	2021 June	2021 December
Redefining eligibility criteria	MENR	General Directorate of Social Security Institution & Ministry of Family, Labour and Social Services	2021 June	2021 December
Determining beneficiaries	General Directorate of Social Security Institution & Ministry of Family, Labour and Social Services	MENR	2022 January	2022 March
Increasing the awareness of possible beneficiaries and common public	General Directorate of Social Security Institution & Ministry of Family, Labour and Social Services	MENR EMRA	2022 January	-
Running Vulnerable Consumer services (including billing & invoicing activities and being exempt from disconnections)	Incumbent Suppliers	-	2022 March	-
Energy payments	MENR	Incumbent Suppliers	2022 March	-
Monitoring the entire scheme	General Directorate of Social Security Institution & Ministry of Family, Labour and Social Services	-	2022 March	-
Audit of the entire scheme	EMRA	-	2022 March	-
Data Management	General Directorate of Social Security Institution & Ministry of Family, Labour and Social Services	Incumbent Suppliers	2022 January	-
Reporting the progress	EMRA	Incumbent Suppliers	2022 March	-





Action Plan Recommendation – Direct Support Mechanism



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Action	Responsible	Supporter	Start Date	End Date
Preparation of Vulnerable Consumer Strategy Paper	MENR	EMRA	2021 January	2021 June
Separate legislation for Vulnerable Consumers	EMRA	MENR	2021 June	2021 December
Conducting CBA studies to estimate economic impact	EMRA	-	2021 June	2021 December
Redefining eligibility criteria	EMRA	MENR General Directorate of Social Security Institution & Ministry of Family, Labour and Social Services	2021 June	2021 December
Determining the tariff components and recalculating discounted fee for Vulnerable Consumers	EMRA	MENR	2022 January	2022 March
Determining beneficiaries	General Directorate of Social Security Institution & Ministry of Family, Labour and Social Services	MENR EMRA	2022 January	2022 March
Increasing the awareness of possible beneficiaries and common public	General Directorate of Social Security Institution & Ministry of Family, Labour and Social Services	MENR EMRA	2022 January	-
Running Vulnerable Consumer services (including billing & invoicing activities and being exempt from disconnections)	Incumbent Suppliers	-	2022 March	-
Energy payments	Vulnerable Consumers	Incumbent Suppliers	2022 March	-
Monitoring the entire scheme	Incumbent Suppliers	EMRA	2022 March	-
Audit of the entire scheme	EMRA	-	2022 March	-
Data Management	General Directorate of Social Security Institution & Ministry of Family, Labour and Social Services	Incumbent Suppliers	2022 January	-
Reporting the progress	EMRA	Incumbent Suppliers	2022 March	-





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Technical Assistance for Improvement of Performance-Based Tariff Regulation of EMRA For Turkish Energy Markets Through Introducing an Enhanced Monitoring System



Thank You / Teşekkürler

