



GME'S NEWSLETTER – New issue now on line

Rome, 11 August 2010 – The new issue of the Newsletter of Gestore dei Mercati Energetici (GME) is now downloadable at www.mercatoelettrico.org

The newsletter opens with a contribution by Alberto Grossi, Director of Consumers and Service Quality, “Autorità per l’energia elettrica e il gas” (AEEG, the Italian electricity & gas regulator). Commenting on the evolution of consumer protection in Italy, Mr. Grossi points out that, *over the years, AEEG progressively defined and strengthened consumer rights, issuing rules on the main aspects of the electricity and gas service and introducing special schemes, such as automatic compensation for damages, premiums and penalties, so as to induce improvements in the technical and commercial quality of services.* Moreover, with the opening-up of the electricity market to competition since 1 July 2007 - continues Mr. Grossi - *consumers and, in particular, households and small businesses have been further protected. Indeed, as is known, with the liberalisations introduced in the European Union and in Italy, all consumers have acquired the right to choose their energy supplier. In particular - emphasises Grossi - the protection of consumers in their relations with electricity and gas suppliers has been strengthened (more effective and faster management of complaints; more timely checking and correction of invoicing errors; shorter time of response to requests for action thanks, among others, to new automatic refund schemes). Additionally, codes of commercial conduct (now consolidated into a single code for both electricity and gas - to go into effect on 1 January 2011), have been adopted. Finally - states Grossi - the “maggior tutela” (universal service) for households and small consumers has been put in place.*

The new issue also comes with the usual technical commentaries on national and European power exchanges and environmental markets, the section devoted to the analysis of Italian gas market trends and the one with the analysis of the trends on the main European commodity markets. As has become customary, the new publication also reports the summary



data of the electricity market for the month of July and an in-depth contribution by Gian Paolo Repetto (from RIE) on the issues connected with and the criteria for the determination of natural gas supply costs in the reference prices established by AEEG for protected consumers. Repetto feels that all revolves around the so-called “QE component”, i.e. *the cost of supply of imported natural gas for the Italian system, net of international transport costs and including losses, consumption and royalties for transit in third countries with respect to producing ones.*

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