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## **ENI RESPONSE TO DISCUSSION PAPER ON ENERGY REGULATION: A BRIDGE TO 2025**

### **Consumers and Distribution Networks**

#### ***C1. Do you think that further European level measures should be taken to enhance the operation of retail markets to the benefit of consumers?***

In order to enhance the operation of retail markets to the benefit of consumers, we believe that the following measures should be considered:

- standardization of DSO's bills to ensure better and more effective customer management by traders
- definition of deadlines and standard procedures of communication of measurement data from DSOs to traders, applying specific penalties in case of delay
- promotion of the effective use of smart metering for retail customers
- introduction of simple and transparent invoice layout for consumers, with just a short set of compulsory information, leaving to the single operators the definition of further details and/or value-added services which are strictly related to the specific commercial offers.

#### ***C3. What are the main questions that you consider the proposed CEER review should address with regard to the future role of DSOs and also to ensure that the regulation of distribution networks remains fit for purpose in 2025?***

Regarding the future role of DSOs, in our opinion the network operators should become more committed to consumer needs. Therefore the regulatory framework should provide for:

- appropriate incentives and a monitoring and control system regarding not only technical and security issues, but also transparency in the billing process
- rapidity in giving the traders specific information needed to solve the customers' claims.