



Turkey's Monitoring Experience

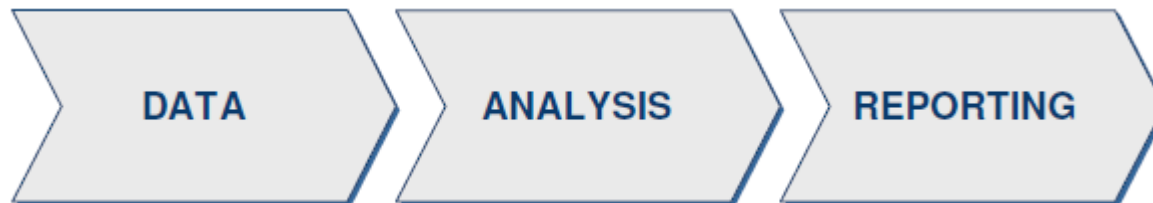
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Former EMRA Commissioner



General framework

- A general monitoring framework detailing:
 - **What to monitor?**
 - **How to monitor?**
 - **How to evaluate?**



What to monitor?

Dimension of
monitoring

Market

Well-functioning market, generation adequacy

Licence
Compliance

Ensure compliance with the legislation

Quality

Ensure minimum level of quality, improvements?



Market monitoring

- Market opening
- Switching
- TPA
- Interconnection
- Security of supply situation
- Balancing arrangements
- Concentration
- Wholesale market
- End-user prices
- Etc.



License compliance monitoring

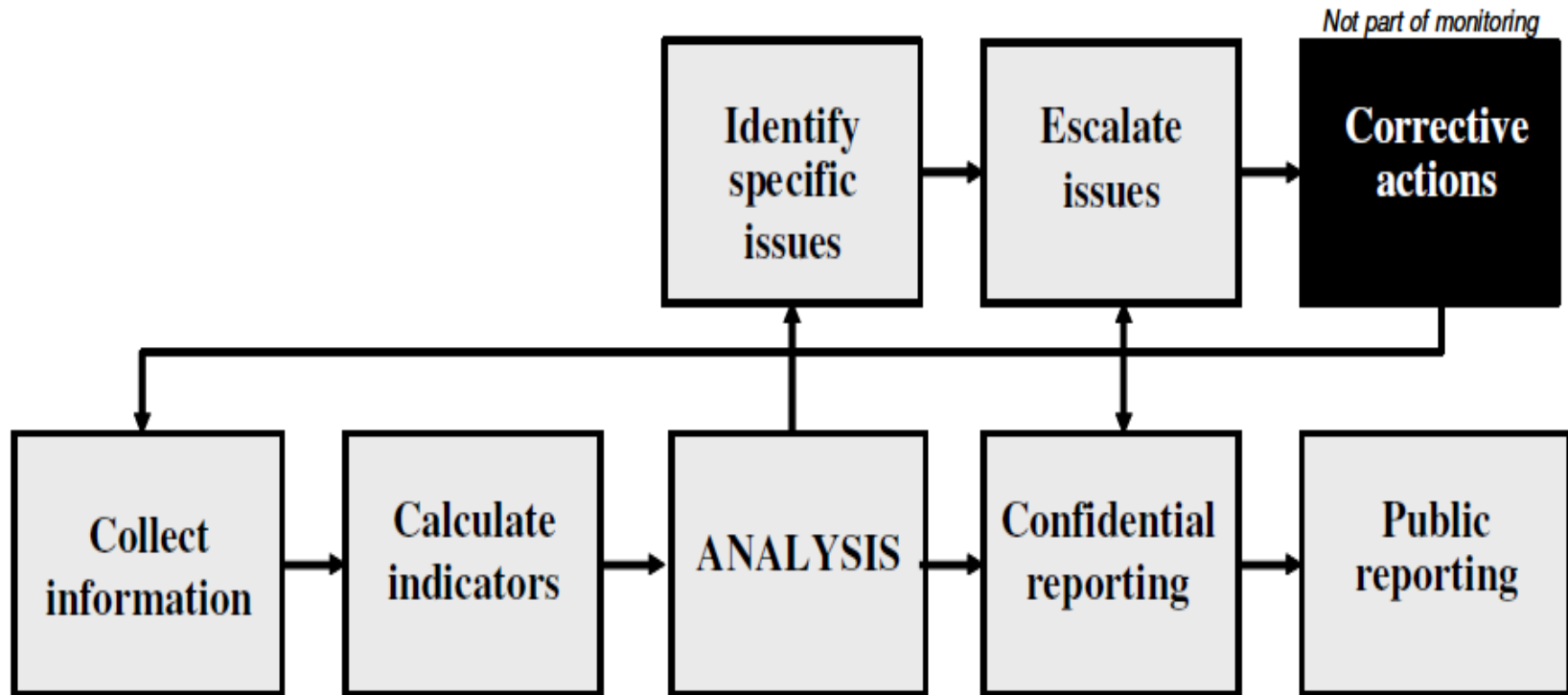
- Spot checks and legal checks
- Information to customers
- Reporting mandates to regulator
- Limitations to market power abuse
- Unbundling
- Non-discriminatory conduct
- Supervising & controlling infrastructure



Quality monitoring

- Commercial quality
 - Responding to customer requests (access, objection to bill, etc.) within standardized time and quality
- Supply continuity
 - SAIFI
 - SAIDI
- Technical quality

How to monitor?



How to evaluate?

- Define a data set & confidentiality of each type of information & collection frequency & ensure reliability of data
- Sustain continuity of data flow & measurement of indicators
- Benchmark your processes & adapt others experiences & approaches
- Establish a competent organization & delegate tasks to other agents where possible
- Benefit from templates & IT services
- Consider the use of different benchmarking tools for analysis
- Use of applicable statistical methods & approaches
- Made publicly available what you produce (let the market judges you)

Reporting

- Key aspect of all monitoring activities.
 - Different reports/analysis should be made available to different parties:
 - Internal management
 - Public
 - Market participants
 - TSO
 - Competition authority
 - Ministry

Conclusion

No universal approach or no perfect tools for monitoring!

Better to combine different approaches to obtain significant insights on how energy markets are functioning!

No need to reinvent the wheel, learn from others experience and especially avoid mistake made elsewhere!

Better to define a crucial role to customers!



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