



<b>NEW WORK ITEM PROPOSAL</b>	
Date of presentation <b>15 July 2009</b>	Reference number (to be given by the Secretariat)
Proposer <b>COPOLCO</b>	<b>ISO/ COPOLCO / Annex 1 to COPOLCO 10/2008 (Rev. 3)</b>
Secretariat <b>ISO Central Secretariat</b>	

A proposal for a new work item within the scope of an existing committee shall be submitted to the secretariat of that committee with a copy to the Central Secretariat and, in the case of a subcommittee, a copy to the secretariat of the parent technical committee. Proposals not within the scope of an existing committee shall be submitted to the secretariat of the ISO Technical Management Board.

The proposer of a new work item may be a member body of ISO, the secretariat itself, another technical committee or subcommittee, or organization in liaison, the Technical Management Board or one of the advisory groups, or the Secretary-General.

The proposal will be circulated to the P-members of the technical committee or subcommittee for voting, and to the O-members for information.


See overleaf for guidance on when to use this form.

**IMPORTANT NOTE: Proposals without adequate justification risk rejection or referral to originator.**

Guidelines for proposing and justifying a new work item are given overleaf.

**Proposal** (to be completed by the proposer)

<p><b>Title of proposal</b> (in the case of an amendment, revision or a new part of an existing document, show the reference number and current title)</p> <p>English title     <b>Guidelines for the assessment and improvement of energy services to users</b></p> <p>French title (if available)</p>
<p><b>Scope of proposed project</b></p> <p>This would be a new standard providing sector specific guidance for energy suppliers, drawing on standards already developed in relation to customer satisfaction (ISO 10001, 10002, 10003). It will be similar in structure to the standard already developed for water services (ISO 24510, <i>Activities relating to drinking water and wastewater services – Guidelines for the assessment and for the improvement of the service to users</i>).</p> <p>The standard is intended for use by energy suppliers to measure and assess services, with a view to improving the efficiency and effectiveness of these services to household users and increase customer satisfaction. The energy services covered can include gas, electricity and hot water district heating systems, as well as distributed fuels and off-grid systems.</p> <p><b>Also see the outline at Annex 2.</b></p>
<p><b>Concerns known patented items</b> (see ISO/IEC Directives Part 1 for important guidance)</p> <p><input type="checkbox"/> Yes     <input checked="" type="checkbox"/> No     If "Yes", provide full information as annex</p>
<p><b>Envisaged publication type</b> (indicate one of the following, if possible)</p> <p><input checked="" type="checkbox"/> International Standard     <input type="checkbox"/> Technical Specification     <input type="checkbox"/> Publicly Available Specification     <input type="checkbox"/> Technical Report</p>
<p><b>Purpose and justification</b> (attach a separate page as annex, if necessary)</p> <p><b>See separate page at Annex 1</b></p>
<p><b>Target date for availability</b> (date by which publication is considered to be necessary) <b>July 2012</b></p>
<p><b>Proposed development track</b>     <input type="checkbox"/> 1 (24 months)     <input checked="" type="checkbox"/> 2 (36 months - default)     <input type="checkbox"/> 3 (48 months)</p>

<p><b>Relevant documents to be considered</b>                  ISO 10001, <i>Quality management – Customer satisfaction – Guidelines for codes of conduct for organizations</i>                  ISO 10002, <i>Quality management– Customer satisfaction – Guidelines for complaints handling in organizations</i>                  ISO 10003, <i>Quality management – Customer satisfaction – Guidelines for dispute resolution external to organizations</i>                  ISO 24510, <i>Activities relating to drinking water and waste water services – Guidelines for the assessment and for the improvement of the service to users</i>                  ISO / CD 10004, <i>Quality management – Customer satisfaction – Guidelines for monitoring and measuring</i>                  ISO Standard for ‘Network Services Billing’ (NSB) being developed under ISO/PC 239.</p>		
<p><b>Relationship of project to activities of other international bodies</b>                  Advice and support are being actively sought from the International Energy Agency, the OECD and the World Bank. There are also regional proposals under consideration, e.g. within the European Union.</p>		
<p><b>Liaison organizations</b>                  Consumers International, OECD</p>	<p><b>Need for coordination with:</b>  <input type="checkbox"/> IEC    <input type="checkbox"/> CEN    <input type="checkbox"/> Other (please specify)</p>	
<p><b>Preparatory work</b> (at a minimum an outline should be included with the proposal)  <input type="checkbox"/> A draft is attached    <input checked="" type="checkbox"/> An outline is attached. It is possible to supply a draft by                  The proposer or the proposer's organization is prepared to undertake the preparatory work required    <input checked="" type="checkbox"/> Yes    <input type="checkbox"/> No</p>		
<p><b>Proposed Project Leader</b> (name and address)                  Korean Agency for Technology and Standards,                  Contact: Ms. Jai Ok Kim, President,                  Consumers Korea</p>	<p><b>Name and signature of the Proposer</b>                  (include contact information)                  Ms. Sadie Homer, Policy Advisor                  Consumers International                  24 Highbury Crescent                  London N5 1RX                  UK</p>	
<p><b>Comments of the TC or SC Secretariat</b>  <b>Supplementary information relating to the proposal</b>  <input checked="" type="checkbox"/> This proposal relates to a new ISO document;  <input type="checkbox"/> This proposal relates to the amendment/revision of an existing ISO document;  <input type="checkbox"/> This proposal relates to the adoption as an active project of an item currently registered as a Preliminary Work Item;  <input type="checkbox"/> This proposal relates to the re-establishment of a cancelled project as an active project.                  Other:</p> <p><b>Voting information</b>                  The ballot associated with this proposal comprises a vote on:  <input checked="" type="checkbox"/> Adoption of the proposal as a new project  <input type="checkbox"/> Adoption of the associated draft as a committee draft (CD)  <input type="checkbox"/> Adoption of the associated draft for submission for the enquiry vote (DIS or equivalent)                  Other:</p>		
<p><b>Annex(es) are included with this proposal</b> (give details)  <input checked="" type="checkbox"/> See Annex 2 for a description of the Scope and the outline of subjects to be addressed</p>		
<p>Date of circulation  to be decided</p>	<p>Closing date for voting</p>	<p>Signature of the TC or SC Secretary                    Dana Kissinger-Matray, Secretary of COPOLCO</p>



### Use this form to propose:

- a) a new ISO document (including a new part to an existing document), or the amendment/revision of an existing ISO document;
- b) the establishment as an active project of a preliminary work item, or the re-establishment of a cancelled project;
- c) the change in the type of an existing document, e.g. conversion of a Technical Specification into an International Standard.

This form is not intended for use to propose an action following a systematic review - use ISO Form 21 for that purpose.

Proposals for correction (i.e. proposals for a Technical Corrigendum) should be submitted in writing directly to the secretariat concerned.

### Guidelines on the completion of a proposal for a new work item

(see also the ISO/IEC Directives Part 1)

**a) Title:** Indicate the subject of the proposed new work item.

**b) Scope:** Give a clear indication of the coverage of the proposed new work item. Indicate, for example, if this is a proposal for a new document, or a proposed change (amendment/revision). It is often helpful to indicate what is not covered (exclusions).

**c) Envisaged publication type:** Details of the types of ISO deliverable available are given in the ISO/IEC Directives, Part 1 and/or the associated ISO Supplement.

**d) Purpose and justification:** Give details based on a critical study of the following elements wherever practicable. *Wherever possible reference should be made to information contained in the related TC Business Plan.*

- 1) The specific aims and reason for the standardization activity, with particular emphasis on the aspects of standardization to be covered, the problems it is expected to solve or the difficulties it is intended to overcome.
- 2) The main interests that might benefit from or be affected by the activity, such as industry, consumers, trade, governments, distributors.
- 3) Feasibility of the activity: Are there factors that could hinder the successful establishment or global application of the standard?
- 4) Timeliness of the standard to be produced: Is the technology reasonably stabilized? If not, how much time is likely to be available before advances in technology may render the proposed standard outdated? Is the proposed standard required as a basis for the future development of the technology in question?
- 5) Urgency of the activity, considering the needs of other fields or organizations. Indicate target date and, when a series of standards is proposed, suggest priorities.
- 6) The benefits to be gained by the implementation of the proposed standard; alternatively, the loss or disadvantage(s) if no standard is established within a reasonable time. Data such as product volume or value of trade should be included and quantified.
- 7) If the standardization activity is, or is likely to be, the subject of regulations or to require the harmonization of existing regulations, this should be indicated.

If a series of new work items is proposed having a common purpose and justification, a common proposal may be drafted including all elements to be clarified and enumerating the titles and scopes of each individual item.

**e) Relevant documents and their effects on global relevancy:** List any known relevant documents (such as standards and regulations), regardless of their source. When the proposer considers that an existing well-established document may be acceptable as a standard (with or without amendment), indicate this with appropriate justification and attach a copy to the proposal.

**f) Cooperation and liaison:** List relevant organizations or bodies with which cooperation and liaison should exist.

## ANNEX 1

### Purpose and justification:

Globally there are two billion people without access to energy supply networks, for example, electricity coverage is only 23% in sub-Saharan Africa and equally low in parts of Asia, such as Cambodia, with only 15% coverage<sup>1</sup>. In developing and transitional economies, even where there are established networks, service interruptions, fluctuations in supply and lengthy delays in repairs are frequent. In OECD countries, energy supply, distribution and marketing are areas of significant and growing dissatisfaction for consumers. In many countries programmes of privatization and liberalization are bringing hundreds of inexperienced firms into supply markets in circumstances where consumer welfare may be damaged. Services are frequently characterized by:

- arbitrary and irregular interruptions of supply,
- inadequate information about service development,
- obscure or unfair contractual rights including absence of dispute resolution measures
- inconvenient payment methods.

The consequence may be customers resorting to unsustainable, expensive and/or unsafe practices, such as the use of unregulated vendors, theft or foraging for alternative fuel.

This proposed standard will provide sector specific guidance for energy suppliers, drawing on generic standards already developed in relation to customer satisfaction (ISO 10001, 10002 and 10003) and in development (Network services billing). This will be similar in format to the standard already developed for drinking water and waste water services (ISO 24510).

The proposed standard will provide best practice guidelines for new networks as well as providing guidance to improve existing networks.

It will cover issues such as service contracts, payment methods, price determinations, tariffs and subsidies, equitable supply management and the needs of poor consumers.

The standard will be applicable to developed, developing and transitional economies and integrated and non-integrated energy supply systems.

### Potential benefits

Stakeholder benefits will include:

#### For consumers:

- rights to service for those outside fixed networks
- greater equity and certainty in hours of service for those served by fixed networks,
- greater transparency in plans for network roll-out, price setting and contractual rights
- greater range of payment methods suited to particular consumer needs
- better concentration of subsidy on the poor

#### For service providers:

- greater clarity of obligations of consumers and suppliers
- rational use of subsidy rather than arbitrary diversion of resources
- greater clarity of public and regulatory expectations
- improved market based and market sensitive means of addressing energy user issues
- development of forums for policy discussion with associated improvement in reputation

#### For regulators:

- greater clarity of service planning and tariff setting
- greater public pressure for release of service information
- more rational use of subsidies.

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<sup>1</sup> M. Ejigu, *Rethinking the energy paradigm in an African perspective*. WTO symposium, Geneva 2005  
Tun Lean, *Country Report of electricity reform in Cambodia*. IEA/ASEAN Workshop on electricity and gas sector reforms. IEA Paris 2002.

## ANNEX 2

### Background and proposed outline

The principles set out below have been incorporated into the standard ISO 24510, *Activities relating to drinking water and wastewater services – Guidelines for the assessment and for the improvement of the service to users*, within the general frame of *Activities relating to drinking water and wastewater services* which this proposal emulates to some extent – see relevant documents under the applicable heading on Form 4.

The purpose of the standard would be to improve services and access to them by addressing the nine points set out below, hence providing simple and effective ways to promote access to sustainable energy as an overarching principle.

The standard should cover:

1. **Provision of information to consumers** in a form which is accurate, timely and comprehensible;
2. **Non-integrated systems** such as highly localized solar panel based systems or battery charging or kerosene or liquid gas cylinder distribution systems;
3. **Principles governing equitable distribution of service**, in particular regarding duration and regularity of supply;
4. **Implicit contractual rights to service**, so that consumers are not penalized by loss of, or failure to understand, written contracts;
5. **Guidance on public participation in the regulation of the service;**
6. **Payment methods to help those on low incomes;**
7. **Management of debt and disconnection policies;**
8. **Guidance on the range of factors to be considered in the determination of prices;**
9. **Guidance on tariffs and subsidies**, in particular to allow their design and administration to take into account the needs of the poor.