
CEER

**Council of European
Energy Regulators**



Fostering energy markets, empowering **consumers**.

**Final
CEER 2014 Work Programme**

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The CEER 2014 Work Programme was updated in January 2014. The main updates relate to the table available in Section 3, namely:

- Additional CEER deliverable on gas (please refer to deliverable No. 14 in the table);
- Titles of deliverables No. 5 and No. 9 were changed (please refer to the table);
- The timing of some deliverables was revised.



FOREWORD

The Council of European Energy Regulators (CEER) continues to provide an independent platform for European energy regulators to cooperate on issues of common interest. As an organisation driven by National Regulatory Authorities (NRAs), it is a key objective of CEER to facilitate the creation of a single, competitive, efficient and sustainable Internal Energy Market (IEM) that works in the public interest. Promoting competition in the consumer's interest is a primary objective of NRAs so that customers can ultimately benefit from competitive pressure on prices, better quality services and greater choice.

Once again we held a Customer Conference in 2013 to promote the voice of consumers at the heart of European policy making. CEER's 2020 vision for Europe's Energy customers envisages empowered consumers as well as proper protections being in place. CEER will continue to work for the achievement of these goals.

CEER has an important role in identifying and developing good regulatory practices, and contributes actively with regulatory expertise and knowledge to the development of energy policy objectives. One important aspect of this role is looking beyond Europe's borders at developments and practices in other regions around the world. CEER is an active member of the International Confederation of Energy Regulators (ICER) and has bilateral relations with other regulators and regional regulatory bodies. The international dimension of CEER's work is of growing importance and this is reflected in CEER's own membership which extends beyond the borders of the European Union.

Following a period of more than a decade working successfully to establish the framework on which a single European energy market could be based, CEER can now focus in more depth at providing support to its members as well as looking ahead to identify and analyse issues which are already appearing on the horizon. We hope that by extending CEER's activities in these crucial areas we will be better prepared to tackle the challenges of the future. CEER's move to larger and better equipped premises signals the commitment of European regulators to play their full part in resolving tomorrow's as well as today's energy problems.

A handwritten signature in black ink, appearing to read 'John O'Connell', written in a cursive style.

CEER President



1. INTRODUCTION

As an NRA-driven organisation, CEER develops best practice energy regulation, sharing experience and supporting NRAs in their work, including through training and workshops. Important priority areas include customer rights, fostering competitive markets, maintaining and strengthening our dialogue with regulators around the world, through which CEER aims to identify and exchange good international practices, and identify critical issues which may soon face the energy sector. In undertaking these activities, CEER pursues a broad variety of issues of interest to regulators.

In 2014, CEER will extend the internal services it provides for member NRAs by the further development of good regulatory practices, particularly in relation to situations in developing economies and small and isolated markets. In addition, European energy regulators have identified that a longer term view on some developing issues, such as the impact of smart technologies on networks, would help with the organisation of an effective regulatory response. CEER will therefore also undertake analytical work examining key upcoming issues facing the energy sector, on which it will consult stakeholders.

European energy regulators also work within the EU Agency for the Cooperation of Energy Regulators (ACER). Whereas ACER's tasks are derived from legislation, CEER is the European energy regulators' tool for addressing complementary issues, making policy recommendations and working horizontally. CEER is a platform for regulators to exchange good practices and experience with each other and with outside parties, for representing the collective interests of NRAs and for raising awareness of the principles of good regulation within the EU and beyond. From the very beginning, CEER's goal has been not only to react flexibly to new and future issues of energy regulation and the IEM, but also to contribute to the European policy dialogue through which such issues are shaped in the first place. CEER's work programme for 2014 has been subject to public consultation, and valuable feedback from in total 25 stakeholders has been taken into account in the current work programme.

In line with CEER's Guidelines on public consultation practices the stakeholder comments will be made public alongside the final 2014 Work Programme. Comments received during the CEER Annual Customer Conference on 19 June 2013 are also taken account of in this Work Programme.



In addition, the availability of NRA resources to undertake this work (also keeping in mind the efforts of NRA staff within ACER working groups) has been taken into account. Finally, changing circumstances in the energy sector may evolve over the coming year, and this may influence the way CEER prioritises planned work for 2014.

In order for stakeholders to see easily the work of both CEER and ACER, both organisations are working to a roughly parallel timetable for the development of their 2014 work programmes. To learn about ACER's 2014 activities and work programme, visit: www.acer.europa.eu.

For more information about CEER and our work, please visit our website: www.ceer.eu



2. OUR PRIORITIES IN 2014

CEER will continue to concentrate on enhancing the capability of EU NRAs to fulfil effectively their individual European responsibilities for achieving a **competitive, sustainable and secure energy market in Europe**.

CEER will further engage fully with policy makers to contribute in the development of a sound and sustainable single European energy market. CEER will enhance collaboration between member NRAs to share experiences, and to identify good regulatory practices.

CEER's priorities for 2014 will continue to emphasise the increasing role that customers will play in the development of energy markets.

We will also continue to develop our international relations with regulators across Europe and globally.

CEER wants to pursue one 'horizon' issue which we believe will have significant impact on the regulation of the energy sector in the years to come: the future role of Distribution System Operators (DSOs). We recognise that the introduction of new technologies into distribution networks, the increase in the connection of generation capacity at lower voltage levels, and the growing role of the demand side will significantly affect the role of DSOs. It will also facilitate the development of new services for consumers which could be provided by new actors such as aggregators. CEER considers that it would be timely to have a broad debate on the implications of these developments on the future role of DSOs and on the related regulatory framework.

2.1. CUSTOMERS

CEER's initiative of building a 2020 vision for Europe's energy customers is aimed at putting consumers at the heart of Europe's IEM. The Vision is characterised by the key words: reliability, affordability, simplicity and protection and empowerment.

In 2012, CEER published a three year rolling action plan to aid achievement of the 2020 Vision for energy customers. This plan is a three-year programme and is integrated into CEER's 2013 and 2014 work programme deliverables.

The central role of the customer was emphasised by a number of stakeholders in the public consultations as well as underlined in comments received during CEER's Customer Conference. Putting the customer at the heart of IEM will remain a key issue for regulators in 2014.



CEER is involved in a range of on-going activities that will also continue into 2014.

We are also committed to bringing energy regulation issues closer to consumers with the continuation of the inclusion in all CEER reports of a customer section and an accompanying Citizens' Q&A memo to explain briefly and simply our reports. In 2014, we will be reviewing progress towards achieving the Vision, working with energy industry supporters of the Vision's core principles. This customer focus will naturally continue in 2014 and will develop further as our consumer vision is implemented.

2.2. NEW LEGISLATIVE/POLICY DEVELOPMENTS

Through CEER, the energy regulators are committed to serving as valued partners for the European Institutions in their shaping of energy policy and legislative proposals. CEER will continue its analysis of, and reaction to, initiatives from the European Commission which impact on energy markets, as and when such proposals arise. For example, CEER is fully engaged in the European Commission's consultation on its Green Paper "A 2030 framework for climate and energy policies". We will also continue our active involvement in European Commission initiatives, including their dedicated expert groups on specific policy areas.

2.3. INTERNATIONAL WORK

CEER is active in developing relations with non-EU regulators, both through bilateral ties (e.g. the Federal Tariff Service of Russia) and with regulatory associations (such as the ECRB, MEDREG, NARUC and ICER¹). Such networking and cooperation provides the basis for identifying areas of common ground where a mutual field of interest can be explored to the benefit of both partners. Strengthening the cooperation of CEER with these institutions will continue to be a priority area.

¹ ECRB - Energy Community Regulatory Board; MEDREG –Mediterranean Energy Regulators; NARUC – National Association of Regulatory Utility Commissioners; ICER – International Confederation of Energy Regulators.



2.4. DEVELOPING AREAS OF WORK

CEER will analyse areas where we believe there will be significant change which will impact on the regulation of the energy sector. In 2014, we intend to examine further the developing role of DSOs in both gas and electricity taking into account smart grids and smart metering. This will include the role of DSOs in encouraging the demand side (through e.g. network tariffs) as well as the development of new services (and service providers) to demand side participation and regulatory aspects of these topics. This horizon work on the future role of DSOs is complemented by several of CEER's deliverables, including on data management, demand response and DSO quality of services. The linkages between these issues will be considered in our horizon issue work relating to DSOs.



3. NEW CEER DOCUMENTS IN 2014

#	Sector	Title	Description	Timeline*					
				2013	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015
1	Customers	Consumer protection and empowerment: ACER-CEER market monitoring report	As part of the Market Monitoring report, one section will look into the functioning of the markets from the customer perspective: what works? What needs to be developed or remedied? The processes of switching and billing, customer information and e-billing will be important focal points.	Start				End LF	
2	Customers	2020 Vision for Europe's Energy Customers: Report on the implementation by supporting stakeholders	The report aims to sum up actions taken (or planned) by supporters to implement a 2020 Envisage to assess the implementation process at this stage and to propose further actions (a follow up action plan for 2014-2016).	Start		CCC	End	LF	
3	Customers	Advice on how to involve and engage customer representatives in the regulatory process	Based on the findings of our 2013 Status Review, CEER will develop guidelines of good practice (GGP)/advice for NRAs on how to work closer with consumer organisations and other consumer representation to make customers' perception and experience a key driver of regulation.	Start	WS			PC	PH End



#	Sector	Title	Description	Timeline*					
				2013	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015
4	Customers	Advice on green electricity offers	By analysing how customers are informed about the source of their electricity (fuel mix, guarantee of origin), CEER will complete work initiated during 2013 to advise on efficient regulation of green offers in the interest of the customers.	Start PC	PH		End CCC		
5	Customers	Advice on regulating the quality of distribution services. Focus on connection, disconnection and maintenance – Electricity and Gas	CEER will develop advice on the regulation of the quality of DSO customer services, focusing on connection, disconnection and maintenance. This is linked to the 5 th CEER benchmarking report on the quality of electricity supply 2011 as well as to the 2010 ERGEG Final GGP on Indicators for Retail market Monitoring.	Start PC		PH	End CCC		LF
6	Customers	Data management: Advice for better retail market functioning	CEER is working to develop advice on how data management should be developed in the current and future with and without smart metering and smart grids.		Start	PC	End CCC PH		LF
7	Customers	Demand Response and energy efficiency services: Benchmarking report/case studies	What are the existing electricity offers from suppliers (Time of Use, dynamic and critical peak pricing)? How do aggregators (and other similar actors) work and communicate with customers? Are there regulatory barriers for these business models?				Start		WS



#	Sector	Title	Description	Timeline*						
				2013	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015	
8	Electricity	Status Review of Renewable Energy and Energy Efficiency Support Schemes in Europe 2014	This document will form the latest update to the regular CEER Status Review of Renewable Energy and Energy Efficiency Support Schemes in Europe. These documents collect comparable data on RES support in Europe (e.g. by technology and support type) and will make reference to the 2013 European Commission guidance on renewable support schemes.		Start		End			CAC
9	Electricity	CEER Benchmarking Report 5.2 on the Continuity of Electricity Supply CEER Benchmarking Report – Continuity of Supply - update	The plan for 2014 is to make an annual update of important QoS data. The aim of this annual update of quality indicators is to monitor continuously the development of QoS of networks in European countries.		Start			End		



#	Sector	Title	Description	Timeline*					
				2013	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015
10	Gas	Status Review on monitoring access to EU Liquefied Natural Gas (LNG) terminals	CEER will report on capacity availability, capacity use, services offered and congestion management at EU LNG terminals in 2012 and 2013. The report will focus on the new services offered in European LNG terminals, such as breaking bulk, back loading, transshipment and bunkering and LNG trends in global LNG market that may affect the European gas market. The aim is to provide a strategic vision on the future role of LNG in the European gas market and its contribution to the transition to a low- carbon generation mix. The interaction with the update of Gas Target Model will be considered.			Start		End	
11	Gas	Monitoring Report on the implementation of Guidelines of good practice for storage system operators (GGPSSO) for capacity allocation mechanisms (CAM) and congestion management principles (CMP)	In 2011, CEER published GGPSSO for CAM and CMP. As a next step, Gas Storage Europe (GSE) prepared an implementation plan and SSOs started implementation. This report will review developments.	Start				End	



#	Sector	Title	Description	Timeline*						
				2013	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015	
12	Gas	Monitoring Report on the implementation of GSE Transparency Template	In 2013, GSE developed – in close cooperation with CEER – a Transparency Template. The 23 rd Madrid Forum invited CEER to monitor the implementation of the Template. The report will also analyse how gas storage is integrated in entry-exit systems, what type of capacity products are offered and whether there are obligations to contract storage capacity in order to become a shipper in individual countries.		Start				End	
13	Gas	CEER Compliance Monitoring Report on the implementation of Transparency Rules according to Art 19 Regulation (EC) 715/2009	The 3 rd package introduced new legally binding transparency requirements for natural gas storage facilities. CEER will monitor compliance with these requirements and satisfaction of storage users.		Start				End	



#	Sector	Title	Description	Timeline*						
				2013	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015	
14	Gas	CEER Report on Changing storage usage and effects on security of supply	CEER was invited by the Madrid Forum to start a strategic discussion on gas storage and further explore the use (and future role) of storage facilities. CEER will undertake this strategic work in cooperation with GSE and will seek interaction with other stakeholders. The report will be presented at the 25 th Madrid Forum.		Start	Closed WS (Q1/Q2) MF End				

* The timelines displayed here show the forecast plan for 2014 at the time of publication of this document. For updated indications, please refer to the monthly CEER electronic letter.

- Start and End refers to when work on the deliverables are planned to be done
- LF = London Forum
- MF = Madrid Forum
- FF = Florence Forum
- WS = Workshop
- PC = Public consultation
- PH = Public hearing
- CCC = CEER Customer Conference
- CAC = CEER Annual Conference