

## Break-out C – Protection and empowerment

### *Involvement of consumer organisations in the regulatory process*

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# CEER 2020 Energy Customer Vision

- Putting **customers first** in the energy market
- Means giving consumers a **voice**
- Consumer organisations can play a very positive role, defending customer rights and **detecting flaws** in market functioning
- Regulators should try to **use this** to improve the regulatory process

# Regulatory tasks

- The 3<sup>rd</sup> Energy Package implies **new tasks** to NRAs in the field of customer protection
- Also, **monitoring** the energy market benefits from consumers (organisations') input
- Better regulation should also be based upon **customer experiences**
- Need for **consultation** of new regulation

# CEER's Work

- Status Review on **Roles and Responsibilities** of NRAs in the field of Customer Protection (2012)
- Status Review on the **Involvement** of Consumer Organisations in the **Regulatory Process** (2013)

=> *First findings*

# Overview and Methodology

- Information was gathered through 2 separate questionnaires:
  - 1 questionnaire targeted at CEER members
  - 1 questionnaire targeted at BEUC members
- Turnout:
  - NRAs from 26 countries provided data
  - 18 consumer organisations from 15 countries provided data\*

\* One country participated from outside the EU and is not included in this calculation

# Are NRAs and consumer organisations in direct contact?

**YES**

- Nearly all NRAs\* are in direct contact with consumer organisations
- Most NRAs are in parallel in contact with different types of consumer organisations



General consumer organisations

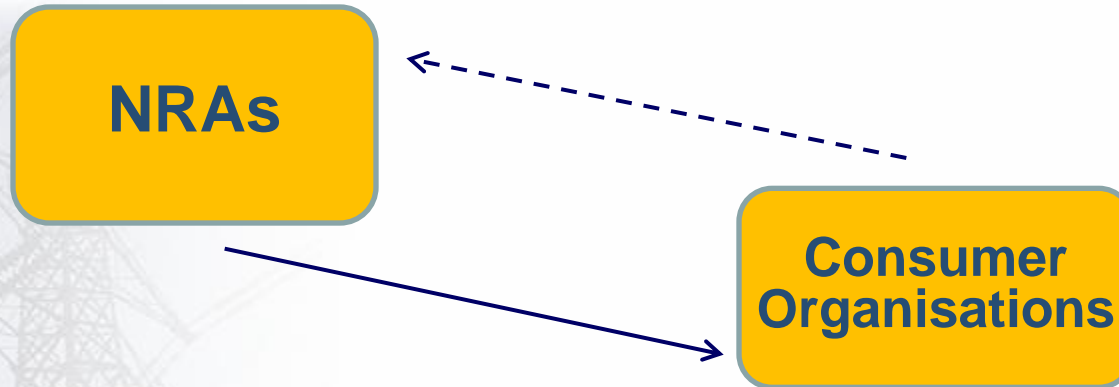
Energy consumer organisations

Other public interest groups

List not exhaustive

\* With one exception

# Do NRAs and consumer organisations make use of each other's public information?



**Flow of public information**

NRAs and consumer organisations both use each other's public information, however to a different extent

**Top 3 issues of collaboration:**



# Do consumer organisations participate in NRA decision making?

- Consumer organisations predominantly influence NRA decisions **indirectly**
- Indirect influence on the NRA decision making process is mostly exerted through **continuous dialogue** and/or other joint activities such as hearings or participation in public consultations
- Only in 2 (out of 26) countries, consumer organisations have **direct power** in the decision making process as an officially established party of the process, e.g. through membership in the NRA's Board



Thank you for your attention!

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# Panel

Moderator: **Mr Dirk Van Evercooren, CEER**

- **Mr Roberto Malaman, AEEG (Italy)**
- **Mr Benny Borg Bonello, Consumers' Association (Malta)**
- **Ms Heidi Ranscombe, Consumer Futures (UK)**
- **Mr Rimantas Zabarauskas, Lithuanian consumer association**