

CEER TRAINING on Retail Markets – Monitoring Competition and Consumer Policy

23-24 June 2015

DAY 1 – 10:30-18:00

SESSION 1	ELECTRICITY AND GAS RETAIL MARKET MONITORING	
10:30-10:40	Opening remarks and round-table introduction of the participants	Monica Gandolfi, Ofgem
10:40-11:00	Monitoring retail markets: legal obligations and role of NRAs	Monica Gandolfi, Ofgem
11:00-12:30	Measuring successful retail competition in practice – How do we know if we have got it right?	Prof. Catherine Waddams, University of East Anglia
	a) How do we define successful retail competition?	
	b) What really defines the level of competition in retail markets and how should we define them?	
	c) How should we measure them?	
	d) What influences them?	
	e) How do they relate to competition in practice?	
12:30-13:30	Group work Discussion in small groups to apply learning from issues addressed during the previous session	
13:30-14:30	<i>Lunch break</i>	
14:30-15:30	Continuation of group work and discussion	Group rapporteurs, all participants
15:30-16:30	Case Study 1: Monitoring aims and features, monitoring retail prices in context of the Belgian regulatory framework and other methodologies applied Q&A	Natalie Cornelis, CREG
16:30-16:45	<i>Coffee break</i>	

- 16:45-17:45 **Case Study 2:** Martin Godfried, ACER
Monitoring aims and features, retail market surveys
as a monitoring tool that help to enhance
competition and detect market failure, indicators
used and methodologies applied
Q&A
- 17:45-18:00 **Wrap-Up of Day 1** Monica Gandolfi, Ofgem
- 19:30-21:00 **Dinner – all participants and lecturers are welcome
to join (place tbc)**

- END FIRST DAY -

DAY 2 - 09:00-17:00

SESSION 2 CONSUMER POLICY

09:00-09:20 **Consumer rights: legal background and role of NRAs** Patricia de-Suzzoni, CRE,
Chair CEER CRM WG

09:20-11:00 **Consumer and energy policy, consumer rights and needs** Prof. Saskia Lavrijssen,
Tilburg University

- a) How do markets and regulatory frameworks have to change according to consumer needs?
- b) What is (still) needed to put the consumer at the centre of energy markets?
- c) What can support the implementation of consumer protection and empowerment?

Q&A

11:00-11:15 *Coffee break*

11:15-12:30 **Group work**
Discussion in small groups to apply learning from issues addressed during the previous session

12:30-13:30 Presentation of group work and discussion Group rapporteurs, all participants

13:30-14:30 *Lunch break*

14:30-15:30 **Case Study 3: Consumer Aspects** Cristiano Artizzu, AEEGSI
Regulatory tools and tasks of market participants to protect and empower customers in the context of liberalised markets in Italy

Q&A

15:30-16:30 **Case Study 4: Consumer Aspects** Ulrika Bäärnhjelm, EI
Regulatory tools and tasks of market participants to protect and empower customers in the context of liberalised markets in Sweden

Q&A

16:30-17:00 **Course Wrap-Up** Patricia de-Suzzoni, CRE,
Chair CEER CRM WG

- END SECOND DAY -