

## ACER-CEER webinar: Monitoring energy retail markets and consumer protection

14 September 2023 | 14.00 - 15.15 CET

Online, MS Teams platform

AGENDA		
13.50 – 14.00	<b>Webinar open for log-in</b> Moderator: Natalie McCoy, CEER	Starts promptly at 14.00
14.00 – 14.05	<b>Introductory Remarks</b> Jana Haasová, CEER	
14.05 – 14.20	<b>Energy retail and consumer protection MMR: Conclusions and recommendations</b> Csilla Bartok, ACER	
14.20 – 14.30	<b>Consumer demand trends</b> Philip Lewis, VaasaETT	
14.30 – 14.40	<b>Case Study 1: ESB Networks “Beat the Peak”</b> Sarah Dunne, ESNB	
14.40 – 15.15	<b>Q&amp;A and Close</b> Moderator: Natalie McCoy, CEER	

### Webinar objective

On 14 September 2023, ACER and the Council of European Energy Regulators (CEER) will hold a webinar to present the main findings and recommendations of the 2023 ACER-CEER Energy Retail and Consumer Protection Market Monitoring Report, to be published on 5 September 2023.

### The webinar will focus on:

- Energy retail market developments in 2022;
- Consumer demand trends in 2022; and
- One case study on an innovative consumer engagement approach.

## **Background**

ACER monitors and reports annually on the EU (internal) markets of electricity and natural gas (the so-called Market Monitoring Reports (MMRs)). On 5 September 2023, ACER and CEER will publish their annual Energy Retail and Consumer Protection MMR.

The report will provide an overview of retail energy market developments across the European Union in 2022. Given the significance of the current energy crisis in Europe, the report will encompass the respective responses of countries to the crisis in 2022 and the impact the implemented measures had on government budgets.