



CEER 2019 Customer Conference:

Consumers at the heart of implementing the Clean Energy Package framework

Tuesday, 5 November 2019, Brussels

Club of the University Foundation

Egmontstraat / Rue d'Egmont 11 – 1000 Brussels

The transition towards a decarbonised energy system, with higher shares of renewable generation and increased energy efficiency targets, is changing consumer behaviour and should increase the uptake of active demand solutions and services, including collectively.

Energy communities and (collective) self-consumption (which are now formally recognised in the Clean Energy Package legislation) can enable consumers to contribute flexibility to the market and grid operators.

The aim of the conference will be to showcase innovative approaches to empower and engage consumers in implementing the Clean Energy framework and discuss challenges to becoming fully-fledged market players. In addition, insights on regulatory implications of the formal recognition of citizen and renewable energy communities and associated issues such as collective self-consumption will be addressed.

The conference will give stakeholders, and in particular consumer associations, the opportunity to express their views and expectations on this matter, which will be a useful base for further reflection at the appropriate political, regulatory and strategic level.

08:30 – 09:00 Registration & Coffee

Speakers

09.00 – 09.15 Opening remarks

Anne Vadasz Nilsson,
CEER Vice-President

Session 1

Implementing the Clean Energy Package – consumer opportunities

Catharina Sikow-Magny, Head of Unit, Retail Markets, DG ENER, **European Commission**

09:15 – 09:30

Customer engagement in the Clean Energy Package

Maria da Graça Carvalho MEP – Member, Industry, Research and Energy Committee, **European Parliament**

09:30 – 10:30

Panel Discussion on Consumer Engagement Opportunities

- **Monique Goyens,** Director General, BEUC
- **Kristian Ruby,** Secretary General, Eurelectric
- **Álvaro Nofuentes Prieto,** Chair of the BRIDGE H2020 Customer Engagement WG (ETRA I+D)
- **Wytse Kaastra,** Managing Director Energy Consumer Services for Europe, Accenture

20min Q&A

10:30 – 11:00

Coffee Break

Session 2

Implementing the Clean Energy Package – technological opportunities

Marcelo Masera, Head of Energy Security, Distribution and Markets Unit, Energy, Transport and Climate Directorate, Joint Research Centre

11:00 – 11:15

Key elements of the CEER technology case studies

Jana Haasová, CEER

11:15 – 12:15

Panel Discussion on Technology that Benefits Consumers

- **Bartosz Kwiatkowski**, VP Virtual Power Plant Sp. z o.o, Poland
- **Michael Villa**, Senior Policy Advisor, smartEn
- **Cinzia Missiroli**, Director, Standardization and Digital Solutions, CEN and CENELEC

20min Q&A

12:15 – 13:15

Networking Lunch

Session 3

Self-Consumption and Energy Communities – unleashing the benefits for consumers (insights from CEER national experiences across the EU)

Eva Lacher, CEER

13:15 – 13:30

Key elements of the CEER Report on Regulatory Aspects of Self-Consumption and Energy Communities

Xavier Hansen, CEER

13:30 – 14:30

Panel Discussion on Self-Consumption and Energy Communities

- **Naomi Chevillard**, Policy Advisor, SolarPower Europe
- **Eero Ailio**, Adviser on Energy Transition and Local Governance, DG Energy, European Commission
- **Torsten Knop**, Head of European Regulation/Projects, E.DSO/Innogy
- **Josh Roberts**, Advocacy Officer, REScoop.eu

20min Q&A

Session 4

Implementing the Clean Energy Package for consumers

Marie-Paule Benassi, Director, Directorate for Consumers, DG Justice and Consumers, **European Commission**

14:30-15:45

- **Kristina Čelić**, Head of the Sector for Energy Market and Infrastructure, Energy Efficiency and Renewable Energy Sources, Ministry of Energy and Environment of Croatia
- **Bénédicte Gendry**, President, the European Energy Mediators Group (EEMG)
- **Tom Lindberg**, Managing Director ECOHZ, Board member RECS International
- **Maria Cristina Portugal**, CEER (RAPEX - rapid exchange of information mechanism initiative)
- **Baiba Miltoviča**, Member, European Economic and Social Committee, International and EU Affairs Adviser, Latvian National Association for Consumer Protection (LNACP)
- UN representative from Vlaamse Jeugdraad (Flemish Youth Council) - tbc

15:45 – 16:00

Closing Remarks

Anne Vadasz Nilsson,
CEER Vice-President

CEER strives to reach the ICER minimum 20% female speaker target at this event

<http://bit.ly/ICERWomenInEnergy>