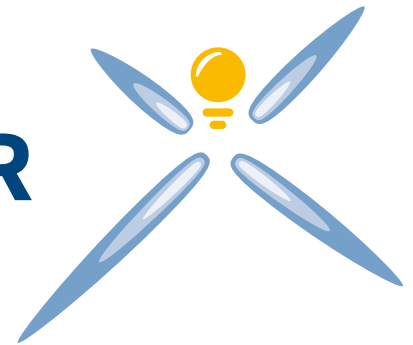


Putting consumers at the heart of EU energy policy



The Council of European Energy Regulators (CEER) is working to empower consumers to engage in and benefit from the new smarter energy markets

CEER



CEER champions consumer interests

What is CEER?

The Council of European Energy Regulators (CEER) is the voice of Europe's national energy regulatory authorities (NRAs). NRAs oversee the efficient functioning of energy markets. Regulators seek to protect and empower energy customers.

Why does CEER champion consumer interests?

So that customers across Europe can benefit from competitive pressure on prices, better quality services and greater choice.

Key figures

>250m

electricity customers (households and small businesses)

gas customers (households and small businesses)

>100m

3,440
TWh

final energy consumption of the residential sector in 2013

Our work

Consumer empowerment and building trust in the markets is central to all our work, whether it is:

- **monitoring** and **improving** retail market functioning
- **developing** recommendations to improve market services and consumer experiences
- **facilitating** a more active participation by consumers in the market
- **strengthening** the voice of consumers and consumer organisations in energy policy development
- **monitoring** consumer rights
- **advancing** our 2020 Vision for Europe's Energy Customers



CEER is working to place consumers at the heart of EU energy policy – here's how

Well-functioning retail markets

CEER is committed to helping the development of functioning retail markets that benefit consumers.

- switching and billing practices
- data management to improve retail market functioning
- standards for distribution services
- customer information

CEER is committed to developing:

- common criteria for a well-functioning retail market and a roadmap to achieve it by the year 2025
- key features of retail market design
- minimum standards to remove market barriers
- guidance to facilitate phasing out of regulated end-user prices
- toolbox of good practices to encourage and empower consumers
- roadmap to secure reliable supplier switching within 24 hours

Demand response

With smart meters and smart grids, CEER believes that customers will be able to be much more engaged in energy markets than they are today.

CEER:

- has developed advice on demand-side flexibility (DSF). DSF allows customers to respond to a price signal by adjusting their usage at a point in time
- is working towards a more active role for consumers, not only managing their consumption but also producing their own power and even selling it back to the system
- has assessed the regulatory aspects of smart meter roll-out
- has issued advice on protecting and managing customer meter data to ensure security and privacy are safeguarded
- is defining an action plan to remove barriers to demand response





Market monitoring

Regulators monitor markets to ensure energy consumer rights (such as complaint handling, customer information and rights protecting vulnerable customers) are effective and enforced.

CEER:

- has developed common indicators that NRAs can use for monitoring markets at a national level
- undertakes extensive monitoring (including jointly with ACER) at EU level



Customer Access to information and the sources of energy

All electricity customers are entitled to reliable information on the source of their electricity (called disclosure).

CEER:

- has developed advice on making the system for electricity disclosure more coherent, reliable and trustworthy
- assessed how information on energy costs, sources and energy efficiency schemes is made available to final customers



Price comparison tools

In competitive retail markets, consumers should have a choice of energy supplier. Price comparison websites or services can help customers to compare offers and choose the right deal.

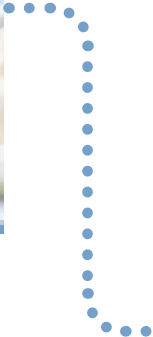
- CEER has developed guidelines to simplify price comparison tools and improve transparency



Distribution System Operators

With distribution networks becoming smarter, more renewables and increasing levels of demand response, the traditional role of DSOs is changing. CEER believes that, as natural monopolies, DSOs must act as neutral market facilitators of competitive markets.

CEER:

- has consulted on the changing role of DSOs
 - is developing a framework and regulatory toolbox for the evolving role of DSOs
- 

Strengthening the voice of consumers

CEER works with consumer representative bodies to improve consumer awareness, understanding and engagement in energy markets.

CEER:

- has developed advice on how to **involve and engage consumer bodies in the regulatory process**
- hosts (free) **workshops and a dedicated annual customer conference** where national consumer bodies are invited to **participate fully in EU energy debates**
- shares **best practice regulation of customer issues** among its members



2020 Vision for Europe's Energy Customers

Our Vision is for a European energy sector that puts customers first.

Four (RASP) principles underpin our Vision: **R**eliability, **A**ffordability, **S**implicity and **P**rotection & Empowerment.

If applied, these RASP principles will deliver tangible benefits to customers.

Regulators, policy makers, consumer bodies and industry must work together to enable market development across Member States to make the Customer Vision a reality.

CEER:

- has converted the RASP principles into an **Action Plan** of concrete measures for regulators to help empower customers to actively engage in the market
- encourages supporters of the Vision to **embed and implement the RASP Principles** across the energy chain



Want to know more?

For reports and much more, visit our website www.ceer.eu

1. The dedicated energy customer section seeks to make energy easy (infographics, games and jargon-free Citizen Q&A memos).
2. Visit our interactive map of Europe for links to your national energy points of contact.
3. Subscribe online (it's free) and receive our free monthly newsletter.



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