

**Contact: Una Shortall (CEER): +32 (0)484 668 599**  
**Johannes Kleis (BEUC): +32 (0)2 789 24 01**  
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## **EU regulators and European consumer organisation set out steps for a 'customer first' energy policy vision**

Today, CEER<sup>1</sup>, representing European energy regulators and BEUC<sup>2</sup>, The European Consumer Organisation, presented their vision of an energy sector which puts smaller customers first<sup>3</sup>.

### **2020 vision for Europe's energy customers**

The vision puts forward 4 principles to define the relationship between the sector and its customers to ensure that in 2020 Europe's electricity and gas markets deliver what customers want and need: **reliability; affordability; simplicity; and protection and empowerment.**

### **Realising the vision**

Making the vision a reality will require decisive and enduring action of many different organisations<sup>4</sup>. CEER and BEUC are pleased that a broad range of energy sector players have endorsed the joint vision<sup>5</sup>. The annual London Forum<sup>6</sup> will review progress in reaching the vision.

### **Lord Mogg, CEER President** said:

"As a sign of regulators' commitment to the customer vision, today CEER has launched a 3-year rolling action plan for CEER targeted at promoting the customer vision. By committing to the vision, we seek to ensure that the energy sector in 2020 delivers significantly better for consumers than it does today".

### **Monique Goyens, BEUC Director General** said:

"European consumers are very concerned about energy prices and the sector ranks low in terms of trust and consumer-friendliness. To build an energy market that works better for consumers, we need to see the sector step up their efforts and put customers first. This vision is a good starting point; we hope the energy business will say yes to it."

**ENDS**

(see Note for Editors on next page)

Council of European Energy Regulators (CEER)

[www.energy-regulators.eu](http://www.energy-regulators.eu)

[twitter.com/CEERenergy](https://twitter.com/CEERenergy)

E-mail: [una.shortall@ceer.eu](mailto:una.shortall@ceer.eu)

**Want to know more about energy customer issues?**

Visit our dedicated energy customer area on CEER's website

BEUC, The European Consumer Organisation

[www.beuc.eu](http://www.beuc.eu)

[www.twitter.com/beuctweet](https://www.twitter.com/beuctweet)

E-mail: [press@beuc.eu](mailto:press@beuc.eu)

## Note for Editors

1. The Council of European Energy Regulators (CEER) is the voice of Europe's national regulators of electricity and gas at EU and international level. It is a not-for-profit organisation which represents 31 national regulatory authorities from the 27 EU Member States, the former Yugoslav Republic of Macedonia (FYROM), Iceland, Norway and Switzerland. [www.energy-regulators.eu](http://www.energy-regulators.eu)
2. The European Consumer Organisation brings together 41 leading, independent consumer organisations from 30 European countries. BEUC represents its members to the European Union institutions and defends the interests of all Europe's consumers.
3. Read here the [CEER-BEUC Joint Statement of the 2020 Energy Customer Vision](#) (13 November 2012).
4. Regulators launched a process to develop, together with stakeholders, a 2020 vision for Europe's energy customers. CEER invited comments to CEER's discussion paper on a 2020 Vision for Europe's energy customers, Ref. C12-SC-02-04 (24 April 2012) and held an interactive customer conference (June 2012) to develop the vision. The CEER-BEUC Joint Statement of the 2020 Energy Customer Vision was presented at the 2012 London Forum.
5. At the 2012 London Forum (13-14 November) the vision was endorsed by:
  - o CEDEC (European Federation of Local Energy Companies)
  - o EDSO for smart grids (European Distribution System Operators' Association for Smart Grids)
  - o ESMIG (European Smart Metering Industry Group)
  - o Eurelectric (Electricity for Europe, association representing Europe's electricity industry)
  - o Eurogas (association representing the European gas wholesale, retail and distribution sectors)
  - o GEODE (European Group of Energy Distribution Companies and Organizations)
  - o NEON (National Energy Ombudsmen Network)
  - o SEDC (Smart Energy Demand Coalition)
6. The European Commission established the Citizens' Energy Forum (London Forum) in October 2008. This annual forum brings together regulators, national consumer bodies, industry and Member State representatives to discuss customer and retail energy market issues. The 2012 London Forum took place from 13-14 November 2012.