

## London Forum: CEER calls for competitive markets with active consumers to deliver the “New Deal” for Europe’s energy consumers

- The need for a “fit-for-purpose” market design that puts consumers at the centre
- Removing barriers will help deliver the New Deal
- Working together will help deliver New Deal

At the Citizens’ Energy (London) Forum (23-24 February)<sup>1</sup>, Věra Jourová, EU Commissioner for Justice, Consumers and Gender Equality, promised a “new deal”<sup>2</sup> for all energy consumers.

President of the Council of European Energy Regulators (CEER)<sup>3</sup>, **Lord Mogg**, welcomed the Commission’s “new deal” as a “*major step towards putting customers at the centre of EU policy*”, adding that the “new deal” and regulators’ “2020 Vision for Energy Customers”<sup>4</sup> are fully aligned.

### **The need for a “fit-for-purpose” market design that puts consumers at the centre**

CEER President explained that the “new deal” requires a “fit-for-purpose” energy market design with flexibility to allow the market to deliver the benefits of competition and to innovate.

Explaining what good energy markets should look like, **Lord Mogg** said: “A well-functioning energy market is a **competitive and innovative** market that works in the interest of the consumer, and fully involved consumers. Consumers need protection but also to be empowered to be actively engaged in markets”.

### **Removing barriers will help deliver the New Deal**

CEER works<sup>5</sup> in a number of areas to help consumers. Our work complements perfectly the Commission’s view of key driving forces for the “new deal”<sup>6</sup>. Recent examples include CEER’s retail paper<sup>7</sup>, CEER’s work on the future role of Distribution System Operators (DSOs)<sup>8</sup>, a forthcoming paper on removing barriers to switching, work on price comparison tools (PCTs), and a roadmap towards competitive and innovative retail energy markets by 2025.

### **Working together to deliver the New Deal**

CEER is committed to engaging with all players in concrete ways to deliver the “new deal”. Praising the joint efforts of Eurelectric, Eurogas and BEUC to improve the comparability of offers, **Lord Mogg** stated:

*“We see the joint statement of industry and BEUC aimed at improving the comparability of offers as a means to implement the 2020 Customer Vision and to really put consumers first. It very much fits with our metric on the percentage of suppliers using minimum standards for key information in advertising and bills. This new BEUC-industry standard can feed into our market monitoring work”.*

London, 24 February 2016

**Ends (see Notes for Editors)**

**Notes for Editors:**

1. The Citizens' Energy Forum (in London) is a European Commission-led annual meeting (of representatives from the EU Institutions, Member States, consumer bodies, industry, independent energy ombudsmen and regulators) on retail energy market and consumer issues. At this 2016 London Forum, there were sessions on empowering consumers, smart and innovative services and distribution system operators (DSOs), as well as high level discussions on retail market design, and socially responsible and inclusive Energy Union. See [CEER's presentation on DSOs at the 2016 London Forum](#).
2. In July 2015, the European Commission published (as part of a [Summer Package](#)) its [Retail Communication "Delivering a New Deal for Energy Consumers"](#). In it the European Commission confirms its vision (as set out in the Energy Union Strategy) of an Energy Union with "citizens at its core" and a 3-pillar strategy to deliver a "new deal for energy consumers":
  - Empowering consumers to act (through better information, wider choice and consumer protection)
  - Making smart homes and networks a reality (with fully-interoperable appliances and components, fit-for-purpose smart metering systems and research and innovation)
  - Paying particular attention to data management and protection (guaranteeing consumers' privacy and non-discriminatory handling of metering data to promote innovation and competition).
3. The Council of European Energy Regulatory (CEER) is the voice of Europe's national energy regulators. Its members and observers are the independent statutory bodies responsible for energy regulation at national level. CEER works hard to make energy markets deliver for consumers. Visit [www.ceer.eu](http://www.ceer.eu).
4. CEER took an initiative in 2012 to build (with stakeholders) a year 2020 vision that puts energy customers first. BEUC, the European Consumer Body, backed our initiative from the start. The result was the [CEER-BEUC 2020 Vision for Europe's Energy Customers](#) presented to the 2012 London Forum. Central to the 2020 Vision are the RASPE principles (Reliability, Affordability, Simplicity and Protection & Empowerment), which are key to a consumer-centric model. The [2014 CEER report on implementation of the 2020 Vision by its supporters](#) shows that implementing the RASPE principles provides added value, particularly to increasing customers' awareness of and trust in the energy market. [CEER's Action Plan](#) (2015-2017) sets out what regulators are doing to implement the 2020 Vision.
5. CEER committed in the [Bridge to 2025](#) to a number of consumer-related priorities. Key among them:
  - Establish common criteria for a well-functioning retail market
  - Develop a roadmap aimed at a competitive, reliable and innovative retail market by 2025
  - Determine minimum standards to remove market barriers
  - Facilitate more active participation of smaller consumers in the markets
  - Prepare a roadmap to secure reliable supplier switching within 24 hours no later than 2025
  - Develop the CEER 2020 Vision into practical actions to enable market development across Member States whilst protecting and empowering consumers
  - Establish key features of retail market design to provide a level playing field
  - Develop guidance to facilitate the phasing out of regulated end-user prices
  - Simplify the comparability of offers available in the market
6. Consumers, retail markets and DSOs are top priorities in our [2016 work programme](#). The [CEER Statement on Delivering a New Deal for Consumers](#) provides concrete examples of how CEER's work contributes to delivering the "new deal" for energy consumers:
7. The [CEER position paper on well-functioning retail markets](#) defines what well-functioning retail markets should like (i.e. competitive and innovative markets working in the interest of consumers) and sets out common criteria (25 metrics) for market assessments.
8. The CEER [Conclusions Paper on the Role of Distribution System Operators](#) (DSOs) sets a forward-looking framework for regulating DSOs (the DSO relationship with Transmission System Owners, network tariffs, innovation, etc.).