



**CEER**

Council of European  
Energy Regulators

CEER 2014 Customer Conference:  
**Retail Energy Markets: from advocacy to action**

Wednesday, 18 June 2014

Venue: Centre Albert Borschette, rue Froissart 36, 1040 Brussels  
*A CEER event with the support of the European Commission*

## Final Programme

*Plenary Room 1A*

**08.45-09.30** *Registration and welcome coffee*

09.30 - 09.45 Welcome

**Lord Mogg**  
CEER President

**Session 1** *Strategy for Retail Energy Markets* **Lord Mogg**  
(Room 1A) *CEER President*

09.45 - 10.05 European Commission's Retail  
Energy Market agenda

**Mr Jan Panek**  
Head of Unit Internal Energy Market: Retail Markets  
DG ENER, European Commission

10.05 - 10.25 Regulators' Green Paper: Energy  
Regulation: A Bridge to 2025

**Lord Mogg**  
CEER President

10.25 - 11.40 **High-level panel discussion on future-proofing retail energy markets**  
(in the form of short Q&As with panel members)

**Ms Monique Goyens**  
Director General, BEUC

**Ms Despina Spanou**  
Director, Consumer Affairs Directorate  
DG SANCO, European Commission

**Mr Claude Turmes**  
Member of the European Parliament

**Mr Charalampos Pippas**  
Counsellor for Energy in the Permanent  
Representation of Greece to the EU

**Mr Andrea Lo Presti**  
Energy Attaché in the Permanent Representation of  
Italy to the EU

11.40 - 12.00 Questions from the floor

12.00 - 12.30 Is delivery of the Internal Energy  
Market on time?

**Mr Gunther Oettinger**  
Energy Commissioner,  
European Commission

**12.30 - 13.15** *Lunch Break*

**13.15 - 13.30**      **Opening Remarks:**      **Mr Neven Mimica**  
(Room 1A)      Better deals for Energy Customers      Consumer Policy Commissioner,  
European Commission

**Session 2**      **Advocacy in action - best practices**  
(parallel interactive breakout sessions in Room 1A and Room 1 B)

<b>13.30 - 14.50</b>	<b>Session A: Simplicity</b> (Room 1A)	<b>Session B: Empowerment through switching</b> (Room 1B)
	Chair: <b>Mr Roberto Malaman</b> , CEER	Chair: <b>Mr Matthias Noorlander</b> , CEER
	Objective: to improve simplicity for consumers on billing, choice and use of energy	Objective: to explore how to help consumers proactively switch (including tips for collective switching at local level)
	- <b>Ms Sharon Darcy</b> , Ofgem's Consumer Challenge Group	- <b>Mr David Ortega</b> , OCU - <b>Mr Philip Lewis</b> , VaasaETT

**14.50 - 15.10**      **Coffee Break**

**15.10 - 15.20**      **Summary of sessions A and B**      Mr Roberto Malaman and Mr Matthias Noorlander  
Plenary Room 1A

**Session 3**      **Delivering the 2020 Customer**      **Ms Patricia de Suzzoni**  
(Room 1A)      **Vision – from advocacy to**      CEER  
**action**

**15.20 - 15.30**      Opening Remarks      **Ms Patricia de Suzzoni**  
CEER Customers & Retail Markets WG chair

**15.30 - 16.15**      Presentation of actions by Supporters of the 2020 Customer Vision Part I, (5 min presentations and questions from the floor)

- **Mr Lewis Shand Smith**, NEON
- **Mr Sören Högel**, CEDEC
- **Mr Thomas Lowe**, Eurogas
- **Ms Mia König**, GEODE
- **Mr Roel Kaljee**, EURELECTRIC

**16.15 - 16.50**      Presentation of actions by Supporters of the 2020 Customer Vision Part II, (5 min presentations and questions from the floor)

- **Mr Willem Strabbing**, ESMIG
- **Mr Per-Olof Granström**, EDSO for Smart Grids
- **Ms Rosita Zilli**, Euro Coop
- **Mr Konstantin Staschus**, ENTSO-E

**16.50 - 17.00**      Concluding remarks      **Ms Patricia de Suzzoni**  
CEER Customers & Retail Markets WG chair