

CEER 2015 Customer Conference:

CEER

Council of European
Energy Regulators



Retail Energy Markets - A "New Deal" for Consumers

Tuesday, 20 October 2015

Venue: Centre Albert Borschette, rue Froissart 36, 1040 Brussels

Final Programme

08.30 - 09.00 Registration and welcome coffee

Session 1 **Well-Functioning Retail Energy** **Lord Mogg**
(Room 0D) **Markets** *CEER President*

09.00 - 09.10 Welcome **Lord Mogg**

09.10 - 09.30 Consumer behaviour lessons from USA **Mr Hank Courtright**
Electric Power Research Institute (EPRI)

09.30 – 10.00 What should a well-functioning retail market look like? How will distribution networks have to adapt to facilitate such markets? **Ms Patricia de Suzzoni**
CEER Customers & Retail Markets Chair
Mr Garrett Blaney
CEER DSO Co-Chair

10.00 - 10.45 Reactions to CEER's work on well-functioning retail markets and distribution networks **Professor Catherine Waddams**
University of East Anglia and CERRE joint Academic Director

Ms Heidi Ranscombe
Citizens Advice, UK

Ms Isolde Goggin
Irish Competition and Consumer Protection Commission (CCPC)

10.45 - 11.10 Discussion open to the floor

11.10 - 11.30 *Coffee Break*

Session 2 **Consumer Engagement**
(parallel interactive breakout sessions in Rooms 0D and 1D)

11.30 - 13.00 **Breakout A: Consumer Involvement** **Breakout B: Comparing Offers**
Room 1D **Room 0D**
(Closed session of regulators and national consumer bodies on involving consumers in the regulatory process and the market) (Closed session of all other delegates in a panel debate on standard pre-contractual information, comparable offers)

Chair: **Ms Carina Törnblom**
DG Justice and Consumers,
European Commission

Chair: **Mr Robert Spencer**
CEER

Ms Helene Gassin, CEER DSO Co-Chair
Mr Tomislav Jureković, CEER Vice President
Ms Baiba Miltoviča, Latvian National Association for Consumer Protection
Mr Vitor Machado, DECO, Portuguese Association for Consumer Protection
Mr Arnold Pindar, President of ANEC, Chair of National Consumer Federation

Mr Thomas Lowe, Eurogas
Mr Bjørnar Angell, Forbrukerrådet (the Norwegian Consumer Council)
Mr Antonio Coutinho, EURELECTRIC
Mr Eero Ailio, DG ENER, European Commission

13.00 – 13.15 **Summary of Breakouts A and B** **Ms Carina Törnblom and**
Room 0D **Mr Robert Spencer**

13.15 - 14.15 *Lunch Break*

Session 3 **Competition and the Consumer** **Ms Patricia de Suzzoni**
(Room 0D) *CEER Customers & Retail Markets Chair*

14.15 - 15.15 **High-level panel discussion on Competition and the Consumer**
(in the form of short Q&As with panel members)

Key elements of the Commission's
proposed new energy market design

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

Linking wholesale and retail markets –
the Swedish experience

Ms Anne Vadasz Nilsson
Director General,
Swedish Energy Markets Inspectorate

What new market dynamics mean for
consumers

Ms Monique Goyens
Director General, BEUC

Making retail energy markets fit for
purpose

Ms Carina Törnblom
DG Justice & Consumers,
European Commission

15.15 - 15.30 Questions from the floor

15.30 - 16.00 *Coffee Break*

Session 4 **Innovation** **Mr Garrett Blaney**
(Room 0D) *CEER DSO Working Group Co-Chair*

16.00 - 16.10 "My Smart Energy" initiative **Ana Aguado Cornago**
EDSO for Smart Grids

16.10 - 17.15 Panel debate on Innovation
Mr Manuel Sanchez, DG Energy, European Commission
Mr Andreas Flamm, Director Regulatory Affairs Europe, EnerNOC
Mr Tor B. Heiberg, Project Director, Elhub (Norway)
Mr Arnold Pindar, President of ANEC (the European consumer voice in
standardisation)
Ms Irina Vasiliu, Data Protection Unit, DG Justice & Consumers, European
Commission

17.15 - 17.30 Concluding remarks **Mr Tomislav Jureković**
CEER Vice President