



Building a 2020 Vision for Europe's energy customers

Thursday 21st June 2012

Albert Borschette Conference Centre,
36 Rue Froissart, 1040 Brussels
(All plenary sessions in plenary room 0A)

A CEER interactive customer conference with the support of the European Commission during Sustainable Energy Week 2012

Conference Programme

Time	Session	Invited Speakers/Moderators
08.30-09.00	Registration	
Plenary Session 1	Building a 2020 vision together	Session Chair: Lord Mogg President, Council of European Energy Regulators
09.00-09.15	"Opening speech" on how to make energy markets deliver for consumers	Commissioner Oettinger European Commission (Energy)
09.15-09.30	Building a 2020 Vision for Europe's energy customers	Ms Patricia de Suzzoni Chair of CEER's Customers and Retail Markets Working Group
09.30-09.40	Questions and Answers	
Plenary Session 2	Top testimonials, tips and tools - consumer bodies share success stories of energy consumer empowerment	Session Chair: Ms Jacqueline Minor European Commission (DG SANCO)
09.40-10.40	10 min. testimonials by 6 national customer bodies <ul style="list-style-type: none">Mr David M. Ortega Peciña, Organización de Consumidores y Usuarios (OCU), SpainMr Pawel Rokicki, Association of Polish Consumers, PolandMr Pete Moorey, Which?, United KingdomMr Thierry Saniez, Association de consommateurs et d'usagers (CLCV), FranceMr Mauro Zanini, Federconsumatori Nazionale, ItalyMs Frauke Rogalla, Federation of German Consumer Organisations, Germany	
10.40-10.50	Top Tips on how consumer bodies can tool up to better serve and empower energy consumers	Mr Paolo Martinello President, BEUC (European Consumer Organisation)
10.50-11.10	Questions and Answers	
11.10-11.30	Coffee	
Interactive (parallel) break-out sessions on customers' expectations of the key principles of the 2020 Vision for Energy Customers (and brainstorming on how to tackle these issues in the future innovative energy markets).		
11.30 -12.30	Break-out A – Affordability <i>(fair prices and offers, energy saving measures)</i> Plenary room 0A Facilitator: Mr Tomás Gómez, Vice Chair of CEER's Customers and Retail Markets Working Group	Break-out B – Knowing Your Rights: tools for protection and empowerment <i>(data privacy, complaint handling, vulnerable customers, choice, accessibility and confidence)</i> Room 2B (second floor) Facilitator: Ms Monique Goyens, Director General, BEUC
12.30-14.00	Lunch	

Simultaneous interpretation in six languages: DE, FR, EN, ES, IT and PL during Plenary sessions. Break-out sessions in English only.

Plenary Session 3	What does the future hold for energy consumers?	Session Chair: Ms Monique Goyens, Director General, BEUC
14.00-14.20	10 min. reports from each of the Break-out Sessions (A and B)	
14.20-14.30	Current and future policy challenges for energy consumers	Ms Rossella Delfino Member of Commissioner Dalli's cabinet (DG SANCO)
14.30-14.40	EU strategy for energy customers	Mr Philip Lowe Director General, European Commission (Energy)
14.40-15.00	Technological change to make the energy sector 'smarter' – impacts, opportunities and risks for consumers	Mr Colin Sausman CEER
15.00-15.15	Questions and Answers	
Interactive (parallel) break-out sessions on customers' expectations of the key principles of the 2020 Vision for Energy Customers (and brainstorming on how to tackle these issues in the future innovative energy markets).		
15.15-16.15	Break-out C – What are the drivers of reliability? <i>(continuous and reliable supply, quality of customer service)</i> Room 3A (third floor) Facilitator: Mr Jan Panek, DG ENER	Break-out D – Finding simplicity amidst market complexity <i>(comparable prices and offers, easy access and engagement, technology, automatic/no fuss)</i> Plenary room 0A Facilitator: Mr Philip Lewis, VaasaETT
16.15-16.35	Coffee	
Plenary Session 4	Setting the right priorities for a shared vision	Session Chair: Ms Patricia de Suzzoni Chair of CEER's Customers and Retail Markets Working Group
16.35-16.55	10 min. reports from each of the Break-out Sessions (C and D)	
16.55-17.10	Questions and Answers	
17.10-17.30	Vision Statement and CEER's next steps from a vision to a strategy for action	Lord Mogg CEER President