

Break out session B



Knowing your rights



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Facilitator:

Monique Goyens

Director General

BEUC



Knowing your rights

NRA's

- Independence
- broader outreach to consumers
- More engagement with cons. bodies at national level
- Liaison with consumer protection authorities
- More market monitoring and research – to be shared

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Trade-offs today's-tomorrow'

- **Thorough cost/benefit analysis and impact assessment for future investments**
- **Consumer engagement in future choices**

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**Consumer involvement
in EU energy policy
development**

- **Expectations for
London forum**
 - **More bottom up**
 - **More agenda setting
by consumer bodies**
 - **Decentralized meetings
(mini-London fora)**

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Consumer bodies

- More involvement needed, but funding lacking
- Facts and figures to be communicated for easier consumer advocacy

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