

Building a 2020 vision for Europe's energy customers

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Energy regulators must protect and empower customers

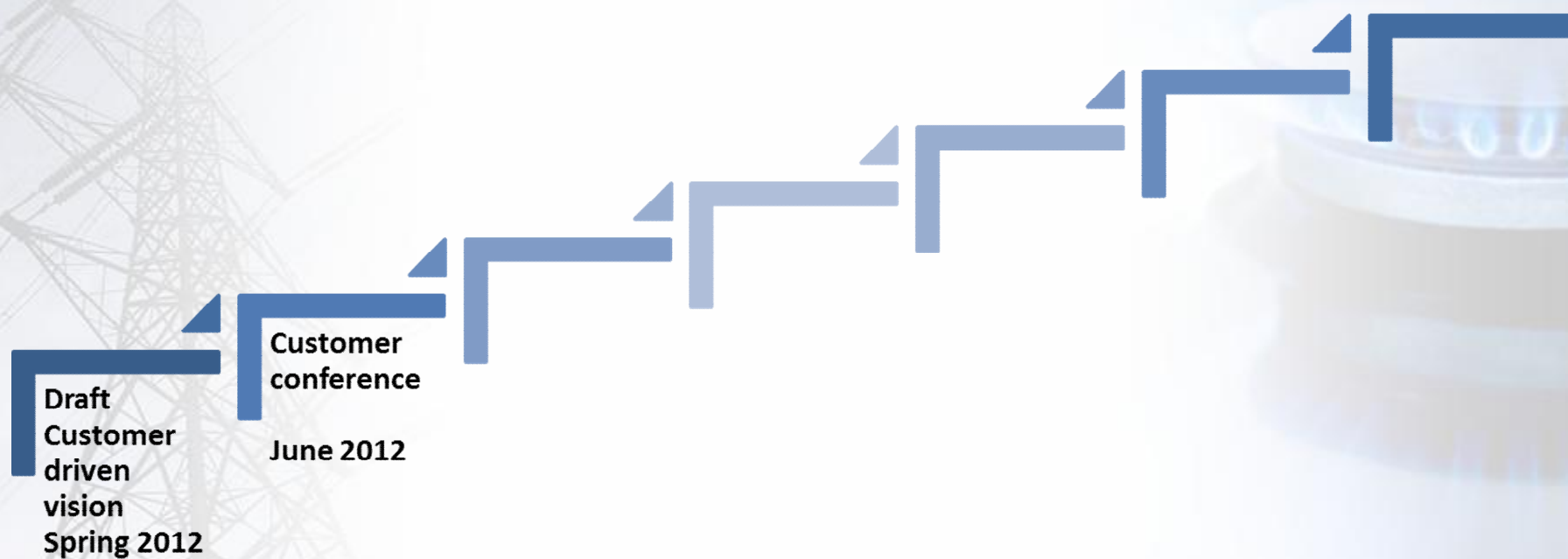
- **2000:** Creation of the Council of European Energy regulators (**CEER**) - a "not-for-profit association" under Belgian law
- **CEER currently represents 30** energy National Regulatory Authorities (**NRAs**) from the EU, Iceland, Norway and Switzerland
- NRAs voluntarily cooperating to:
 - improve market functioning across Europe
 - ensure a fair and predictable regulatory framework
 - Promote competitive energy markets, ultimately **to the benefit of all consumers**

Building a 2020 vision for Europe's energy customers

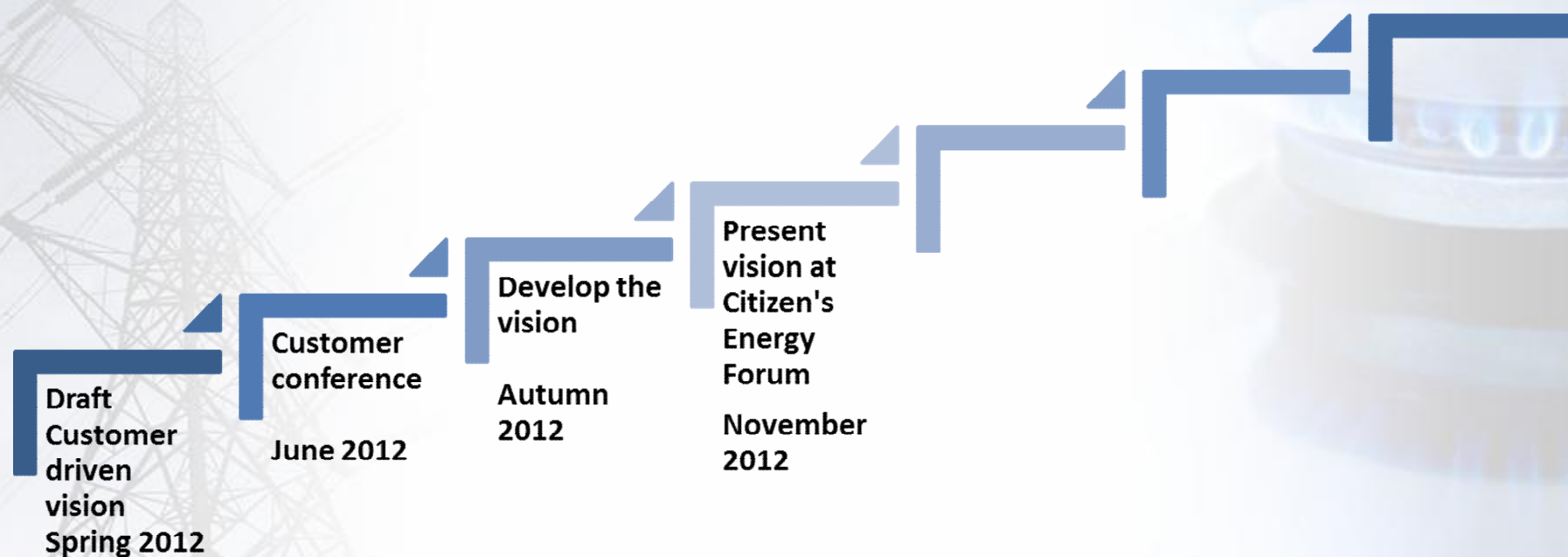
CEER's interactive conference (21 June) with national consumer bodies is the **first stage** of a process, led by the regulators, to explore and tackle the many challenges that energy customers face now and in the future

- EU's Consumer Agenda Summit (May 29)
- During EU's 2012 Sustainable Energy Week
- **CEER discussion paper "2020 Vision Paper"** (in multiple languages) is the basis for today's discussion
- Adopts **interactive and bottom-up approach** to gather views
 - Testimonials from 6 national consumer bodies
 - Interactive Break-out sessions on 4 areas of CEER's 2020 Vision Paper

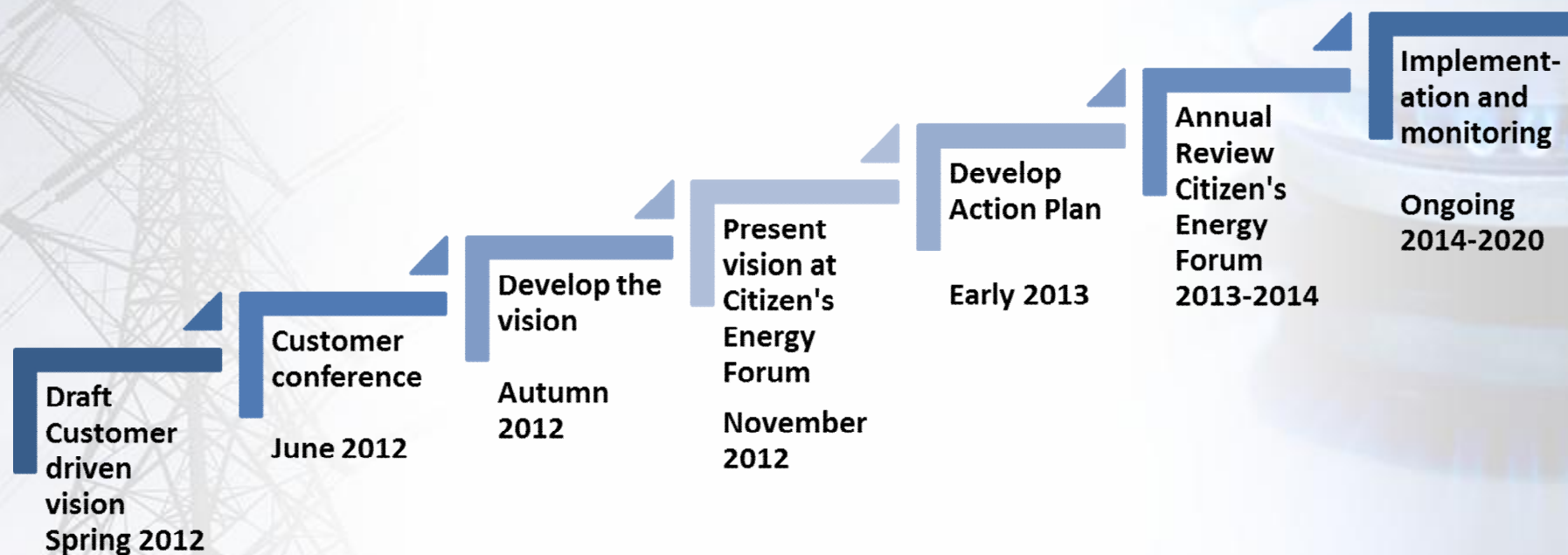
A step-wise approach (1/3)



A step-wise approach (2/3)



A step-wise approach



Which customers?

- European **households** and (very) **small enterprises**
- **Consume and/or generate** energy
- Energy: **electricity** and **natural gas** as well as **district heating**

Challenges of the 2020 horizon

- The **European 20-20-20 environmental goals**
- The partial or complete implementation of **smart metering** systems for electricity and gas
- A massive scale of **investments** with consequences on energy prices
- A **single energy wholesale market** by 2014

The 4 key principles: affordability, reliability, simplicity, protection and empowerment

• Affordability

Fair prices and offers
Energy saving measures

• Reliability

Continuous and reliable supply
Reliable customer services

• Simplicity

Comparable prices and offers
Easy access
Automatic/no fuss

• Protection & empowerment

Data privacy
Complaint handling
Vulnerable customers
Choice
Accessibility
Confidence

Some questions for discussion today

- The CEER Discussion Paper provides as a basis for discussion some preliminary answers to a number of questions:
 - **What do customers want** from the energy market – and what are their priorities?
 - **What are the future changes** – challenges and opportunities – that customers will face?
 - **How should these be addressed?** What good and bad practices already exist in your region that can be shared? Do you have novel ideas on how to address these issues going forward?
 - Are the **concrete actions** CEER envisages adequate to facilitate discussion and awareness of the development of EU energy policy? What other initiatives could be helpful?

Let's discuss the CEER paper
'2020 vision for Europe's energy customers'
available on the CEER website

www.energy-regulators.eu

(in EN, BG, CZ, DE, ES, FR, IT, NL, SE)

16 July: Deadline for sending
written comments to the CEER paper