

“A BRIDGE TO 2025”

24 SEPTEMBER 2015

ONE YEAR
ANNIVERSARY
EVENT

*The Cinquantenaire Museum
10 Parc du Cinquantenaire
1000 Brussels*

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IN COOPERATION WITH



3. Retail energy markets: Delivering a new deal for energy for consumers in Europe

Shaping the retail market design for the future - Panel discussion

- ▶ *Ms Patricia de Suzzoni, Chair, CEER Customers and Retail Markets Working Group (Panel Moderator)*
- ▶ *Ms Heidi Ranscombe, Policy Manager, Citizens Advice UK*
- ▶ *Mr Martin Salamon, Chief Economist, Danish Consumer Council*
- ▶ *Mr Karl Vella, Coordinator on Environment and Climate Issues, Eurelectric*
- ▶ *Ms Margot Loudon, Deputy Secretary General, Eurogas*

What does the EC mean by “Delivering a New Deal for Energy Consumers”

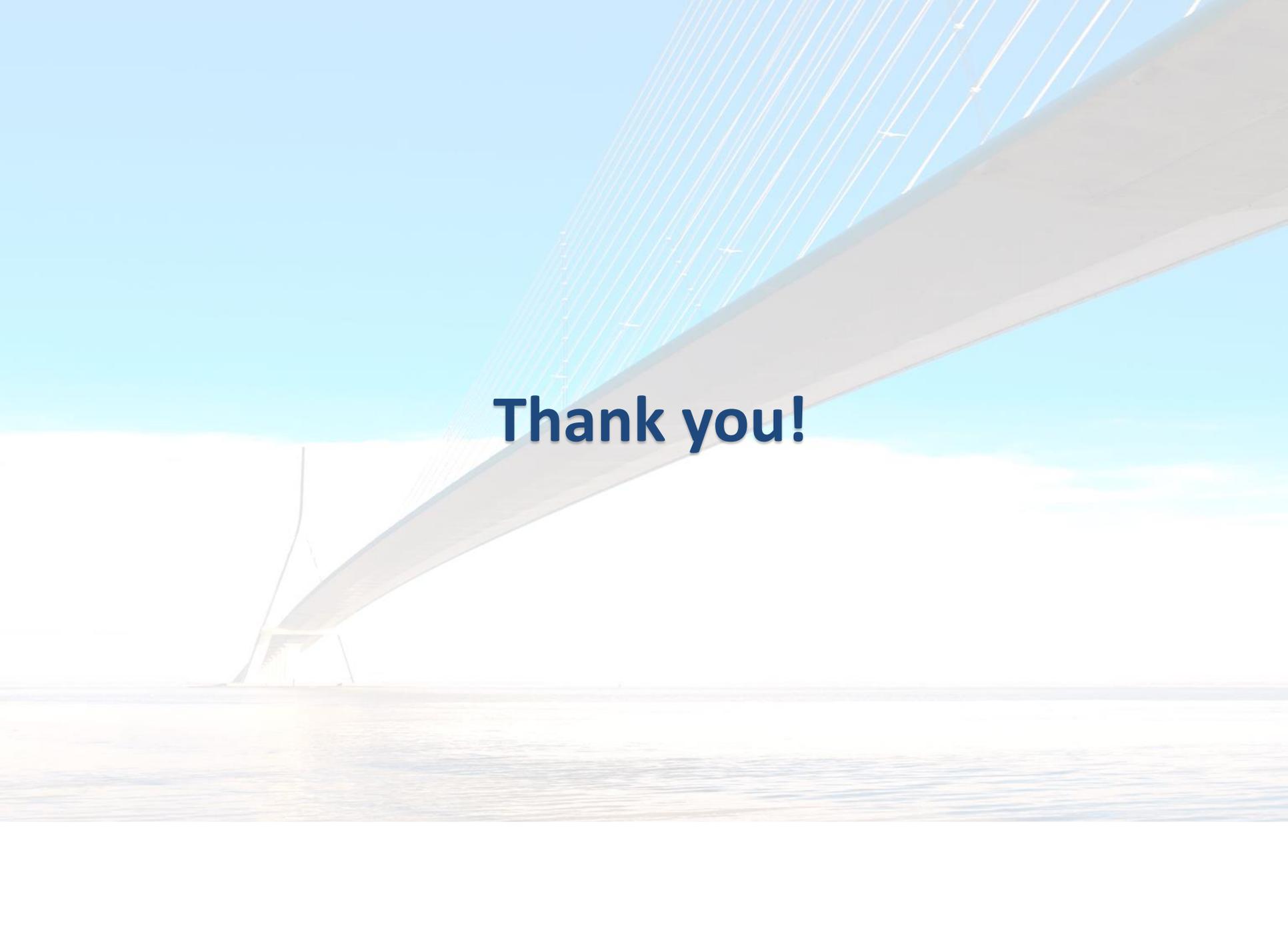
- ▶ Empowering **consumers to act**
 - saving money and energy through better information
 - giving consumers a wide choice of action: by switching suppliers, realising the value of flexibility through demand response, increasing consumer participation through intermediation and collective schemes
 - maintaining full protection for consumers
- ▶ Making **smart homes and network** a reality
- ▶ Special attention to **data management and protection**

“Well-functioning retail energy markets” assessed from the supply side

- ▶ *There is a high degree of **competition and innovation** thrives to the benefit of consumers. DSOs provide quality services and facilitate a level playing field by acting as neutral and efficient market facilitators.*
 - Low market concentration
 - Low barriers to entry
 - Close relationship between wholesale and retail prices
 - A range of offers including demand response

“Well-functioning retail energy markets” assessed from the demand side

- ▶ *Consumers are aware of key features of energy markets; they are empowered and are enabled to engage in market activities through which they can acquire further trust in the market and its actors. Energy supply is ensured for all energy users, and vulnerable consumers are provided with extra protection where needed.*
 - High level of awareness and trust
 - Availability of empowerment tools
 - Sufficient consumer engagement
 - Appropriate protection

A photograph of a cable-stayed bridge over a body of water. The bridge's deck is a prominent, curved, light-colored structure that dominates the right side of the frame. Numerous white cables fan out from the top of the deck towards the left. In the background, the bridge's pylon and other cables are visible against a clear blue sky. The water below is calm and reflects the light. The text "Thank you!" is centered in the middle of the image in a bold, dark blue font.

Thank you!