

CEER Customer Conference 2022

Survival 101! The energy price spikes and the Green Transition – Empowering consumers

Wednesday, 23 March 2022

Online / CEER Secretariat
Cours Saint-Michel 30a, 1040 Brussels

The green transition and the digital transition are changing energy markets. Technological developments give rise to new and innovative business models, while the decarbonisation process is increasing the share of renewable generation, coupled with more ambitious energy efficiency targets.

As these developments lead the way to a sustainable and green economy, the question remains on who should bear the brunt of the green transition and what tools do consumers have to navigate this changing and evolving environment. As Europe's energy prices reached unprecedented heights in recent months, the impacts were felt by both household energy consumers and businesses. How can consumers be better informed and empowered to be active players in the energy market, access green and affordable offers and play a role in the green transition?

Agenda

13:45 – 14:00 Opening / Virtual Coffee

14:00 – 14:10 **Welcome Address**
Opening Remarks **Annegret Groebel, CEER president**

Sonja van Renssen, Moderator

14:10 – 14:50 ***A Fair Transition: Digitalisation, new business models and decarbonisation***

How can digitalisation, online tools and new business models benefit consumers and facilitate the green transition?

- New business models
- Comparison tools
- Smart meters
- Data access and consumer protection
- The role of policy – green financing and carbon pricing

Mark Van Stiphout, Deputy Head of Unit B5 Innovation, Research, Digitalisation, Competitiveness of the **European Commission**

Simone Accornero, CEO and Co-founder of **FLEXIDAO**

Stefan Arent, CEER

David Zenner, Head of Customers at **Elia Transmission Belgium**

14:50 – 15:10 **Q&A session**

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Energy Regulators



15:10 – 15:25 *Coffee break*

15:25– 16:15 *A Consumer's Guide: managing energy consumption and navigating the energy market*

Introductory address: Ensuring affordability and the European Social Climate Fund

Panel discussion: High prices, scarcity of green offers and high energy consumption – what now?

- A consumer toolbox in a time of high prices
- Energy Efficiency
- Informing and educating consumers
- Prosumers: Self consumption and energy communities
- The Social Climate Fund

Peter Liese, Member of the European Parliament (Group of the European People's Party – Christian Democrats)

Sorcha Edwards, Secretary General of Housing Europe

Kristian Ruby, Secretary General, Eurelectric

Ana Etchenique Calvo, Vice President of CECU (Spanish Consumer Association)

16:25 – 16:45 *Q&A session*

16:45 – 17:00 *Summary of Discussion, Closing Remarks and Next Steps*

Jana Haasová and Natalie McCoy, Customers and Retail Markets Working Group Co-Chairs