



# **Final CEER 2013 Work Programme**

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## 1. FOREWORD

For more than a decade, Europe's national energy regulators have been cooperating through CEER to create a single EU energy market to the benefit of all consumers. We successfully campaigned for an EU Agency for the Cooperation of Energy Regulators (ACER) and since its creation, in March 2011, we have worked closely with and supported the work of the Agency.

European energy regulators are committed to a complementary approach to energy regulation in Europe with ACER primarily focusing on its statutory tasks related to cross-border market development and oversight whilst CEER pursues several broader issues including international and customer policies. The process of developing CEER's 2013 Work Programme was begun earlier than usual this year, precisely so as to align CEER's Work Programme with that of ACER whose timeline is set out in the Regulation.

This year CEER has placed particular emphasis on customer issues. Based on earlier work, in 2012 we took action to build, with customers and other stakeholders, a 2020 vision for Europe's Energy customers. This work will continue in 2013. Given the success of our first ever customer conference in 2012, we plan on making it an annual event.

CEER also looks more widely than the EU-27 Member States. In 2012, CEER introduced a new category of membership, welcoming two CEER observers: the Swiss Confederation and the Former Yugoslav Republic of Macedonia. This brought CEER's regulatory representation to 31 National Regulatory Authorities (NRAs) and we hope that other countries that fulfill the entry requirements will become observers in the year ahead. In widening the scope of our geographical coverage, we have brought a broader vision to our role as independent association of regulators, working to promote sound regulatory practices and competitive markets within and beyond Europe's borders. In this way, CEER will continue to strengthen the external dimension of EU energy policy and the particular role that regulatory cooperation plays in the field of energy.



CEER President

## 2. INTRODUCTION

Europe's energy regulators work **cooperatively on energy market and regulatory issues through two bodies**: the not-for-profit Council of European Energy Regulators (CEER) and the EU Agency for the Cooperation of Energy Regulators (ACER). Indeed, the European energy regulators are committed to a complementary approach to energy regulation in Europe; with ACER focusing on its statutory tasks related to cross-border market development and oversight and CEER pursuing a broader variety of issues.

CEER's membership and activities provide **a broad vision of Europe's energy landscape both within and beyond EU borders**. In 2012, CEER expanded its boundaries beyond those of the European Union by adding a new category to its membership and welcoming two Observers: from the Swiss Confederation and the Former Yugoslav Republic of Macedonia; thus bringing CEER's regulatory representation to 31 national regulatory authorities (NRAs).

Through CEER, regulators work towards **promoting European objectives for the achievement of an internal market**. They pool their collective resources and experience to address a wide range of regulatory and market issues, from customer rights and empowerment to renewable integration and climate change objectives to the technological development of our electricity and gas networks. Maintaining and strengthening our dialogue with regulators around the world is also an important role that CEER plays for exchanging best international practice and sharing experience of the challenges many of us are facing in the energy sector.

Work on many of these areas is also relevant to regulators' cooperation through ACER, as it develops EU-wide wholesale market rules and implements measures to oversee the integrity and transparency of energy trading, among other things. With a clear overlap in our respective membership and the regulatory focus of our activities, CEER works closely with and supports the work of ACER, as well as pursuing a broader variety of issues of interest to regulators. Regulators themselves contribute significant resources to developing ACER's deliverables.

Europe's energy landscape is made up of more than the sum of its market rules; it also includes the nuts and bolts of the system; retail supply and customer service issues; and innovation and new technologies. Taken together, these aspects of energy provide the broader context shaping Europe's energy regulators' field of vision and interest. ACER has been charged with the responsibility of developing the regulatory framework for cross-border market arrangements and of facilitating the achievement of a truly internal energy market. Through CEER, regulators address these other aspects and also complement some market issues where national

responsibilities may have links to areas of ACER's activities.

In order to demonstrate the complementarity of European regulatory efforts, CEER and ACER have aligned the timing for their 2013 work programmes (WP). We **invited comments to both documents, in parallel, by 30 July 2012** and exchanged views with stakeholders at a **joint ACER-CEER lunchtime presentation on 11 July 2012**. Also, in order to provide a comprehensive picture of our planned activities for the year ahead, the tables in Section 4 of this work programme list both the CEER and ACER deliverables, for ease of reference.

CEER's 2013 Work Programme has been revised following the public consultation and feedback received from 15 stakeholders. A separate evaluation of the responses received accompanies this WP (C12-WPDC-22-07). CEER's 21 June 2012 Customer Conference and comments received to the consultation on the CEER "2020 draft vision for Europe's energy customers" have also influenced the shape of this final WP. In addition, the availability of NRA resources to undertake this work (also keeping in mind our activities in ACER) has necessarily been taken into account in our final choices. Finally, we should note that circumstances in the energy sector may change over the coming year and this could require us to adapt our work or to reprioritise some of the planned activities.

### 3. OUR PRIORITIES IN 2013

CEER's priorities for 2013 and beyond emphasise the central importance of energy customers to the development of energy policy and underline that neither customers, nor efficiency nor sustainability can be forgotten in the development of functioning wholesale and retail markets. Indeed, we feel our priorities and deliverables are particularly timely and reflect the European Commission's thinking on how to make the internal market truly deliver. CEER will continue to concentrate on the implementation and monitoring of EU energy policy where not already addressed through ACER. We will continue to develop our international relations with regulators across Europe and beyond. Recognising the tight inter-linkages between these and other aspects in reaching a **competitive, sustainable and secure energy market in Europe, regulators will continue to concentrate their efforts on a multi-themed approach.**

As well as developing the concrete deliverables presented in this WP, CEER dedicates significant resources and expertise to, and is actively engaged in, a range of EU initiatives, including European Commission-led working groups on vulnerable consumers, price transparency and green washing, as well as the smart grids task force; standardisation activities within CEN/CENELEC; and others. We remain committed to engaging with the Institutions and stakeholders on energy issues where regulators have a key role to play.

#### 3.1. CUSTOMERS

With the launch of the CEER initiative to build a 2020 vision for Europe's energy customers and the interactive conference on 21 June 2012, CEER is making clear that putting customers at the heart of the Internal Energy Market (IEM) is a key issue for regulators. We have championed consumer rights and emphasised in our communications that the benefit of the consumer is the ultimate goal of sound energy regulation. This customer and competitive retail market focus will naturally continue in 2013 and grow as our consumer vision takes on an ever clearer shape and translates into concrete actions and deliverables. As the conference in June 2012 was a big success, in 2013 CEER plans to invite stakeholders to discuss customer-related topics in similar interactive events at European and regional levels.

Apart from the continuation of on-going work, new 2013 customer deliverables include an analysis of the involvement of consumer organisations in the regulatory process; a review of how smart metering is progressing across Europe; and a review of current practices in terms of customers' access to information on the cost and sources of their energy as well as energy

efficiency schemes. Advice will be formulated on data management for better retail market functioning and on electricity green offers.

Looking ahead, our customer deliverables may be reviewed and revised as we undertake our commitments to implement the 2020 Vision for Europe's energy customers. In practice, our customer work will develop continuously, as a rolling work programme over several years, based on the priorities and actions outlined in the Vision and in dialogue with all interested market actors.

### **3.2. DEVELOPMENT OF COMPETITIVE WHOLESALE AND RETAIL ENERGY MARKETS**

ACER has a number of responsibilities related to functioning wholesale markets. CEER has complemented this work by developing EU-wide target models for electricity and gas which are accepted by stakeholders as a major contribution to the achievement of competitive wholesale markets by the 2014 deadline set by EU heads of state. Market monitoring is an important ongoing activity for CEER in a number of areas. While ACER has significant monitoring obligations, regulators are also interested in progress in some areas which are not addressed in that work, including LNG and gas storage transparency, DSO unbundling, and voluntary recommendations from CEER guidelines of good practice. By supporting ACER's work on an annual market monitoring report on the electricity and gas markets, CEER can contribute its experience and perspective of the markets in the analysis.

We will also continue our efforts to develop further elements from the Gas Target Model by reviewing the implementation of the various recommendations it contains and continuing our work on incremental gas capacity, carefully considering any linkages to the future framework guidelines on gas tariffs being developed in ACER.

Regulators will also continue to work on technical aspects of developing our energy markets, looking beyond market arrangements to the mechanics of how things work: from data management to voltage quality to blackout prevention and restoration planning to the development of smart grids (and smart regulation). Building on our longstanding work on electricity quality of supply issues, we plan to propose a methodology for updating quality indicators of electricity grids. We will also analyse demand side management practices and tools to provide flexibility in future energy markets where demand response and renewables will play an increasing role.

### **3.3. NEW LEGISLATIVE/POLICY DEVELOPMENTS**

Through CEER, the energy regulators are committed to powering the EU energy debate and to serving as valued partners to the European Institutions in shaping energy policy and legislative proposals.

CEER will continue its analysis of and reaction to initiatives from the European Commission which impact on energy markets, as and when such proposals arise. As the European Commission's work plan for 2013 has not yet been published, this section highlights only those issues which we can identify at this stage. We shall aim to maintain some flexibility in our work in order to react to any new issues or developments as they arise of the course of the year.

#### **3.3.1. Sustainability**

We have witnessed a rapid rise of sustainability issues to the very top of the European policy debate, where they are manifest in agendas such as the 20-20-20 goals, the Energy Efficiency Directive, the Roadmap 2050 and the European Commission's Communication on Renewables. We are very conscious of the impact these issues will likely have on market design and energy customers; making this an important area of work to ensure energy regulation is fit for purpose as new policies are developed.

CEER has closely followed sustainable, efficient and green developments in line with functioning energy markets in the past and we plan to continue to play a decisive role in these European discussions in the future.

#### **3.3.2. New Infrastructure**

Regulators will continue to follow closely the negotiations on the Connecting Europe Facility and the draft Regulation on Energy Infrastructure. The development, and subsequent implementation, of provisions to improve Europe's energy infrastructure is of major interest to regulators, and to their core regulatory tasks both at national and EU level.

#### **3.3.3. Market Integrity**

While REMIT, both in the run-up to its adoption and in its implementation, has required the dedication of significant amounts of resources by CEER and ACER, regulators have also worked on related fields such as MiFID and MAD developments and the prevention of VAT fraud in the



energy sector. Looking beyond REMIT, the cluster of topics around market integrity and financial regulation will be a growing field, and we should continue to act as a provider of the regulatory point of view in political discussions and to support implementation, with a focus on the regional and national level.

### **3.4. INTERNATIONAL WORK**

CEER has been active in developing its relations with non-EU regulators, both through bilateral ties (as, for instance, with Russia and the US) and in the shape of regulatory associations (such as the ECRB, ERRA and MEDREG).<sup>1</sup> Such networking and cooperation can, in terms of substance, relate to any regulatory area that is identified as common ground or a mutual field of interest between CEER and our partners.

Strengthening the cooperation of CEER with these institutions will continue to be a focus area for us. We will also actively contribute to the international regulatory community's collective activities, particularly through the International Confederation of Energy Regulators (ICER) but also in the preparations for the 6<sup>th</sup> edition of the World Forum of Energy Regulation which will be hosted by Turkey's Energy Market Regulatory Authority in 2015 in Istanbul.

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<sup>1</sup> ECRB: Energy Community Regulatory Board, ERRA: Energy Regulators Regional Association, MEDREG: Association of Mediterranean Regulators for Electricity and Gas

## 4. OVERVIEW OF ONGOING AND FUTURE WORK OF EUROPEAN ENERGY REGULATORS

In order to provide a comprehensive picture of regulators' activities in the year ahead, this section contains a summary of both CEER and ACER ongoing activities and future work. This section provides information on deliverables of the CEER WP 2012 which will be carried over and completed in 2013 as well as a list of the new deliverables planned for 2013.

### 4.1. CEER WORK

Strategy focus	Ongoing CEER work continuing into 2013	New CEER work for 2013
<b>Customers</b>	<p><b>Cross-sectoral</b></p> <ul style="list-style-type: none"> <li>• CEER Status Review of customer and retail market provisions from the 3rd Package</li> <li>• CEER Benchmarking Report on meter data management in a smart metering environment – case studies</li> <li>• CEER Customer-friendlier website</li> <li>• CEER 2020 Vision for Europe's Energy Customers: Action plan and implementation, including European and regional interactive events (conferences, workshops...)</li> </ul>	<p><b>Cross-sectoral</b></p> <ul style="list-style-type: none"> <li>• CEER Advice on data management for better retail market functioning (technical and customer/prosumer data)</li> <li>• CEER Status Review on the involvement of consumer organisations in the regulatory process</li> <li>• CEER Status Review of regulation on smart metering, including an assessment of roll-out and implementation of ERGEG GGP on regulatory aspects of smart metering</li> <li>• CEER Status Review of customer access to the cost and sources of energy and efficiency schemes</li> <li>• CEER Brochure on customer rights in the energy sector and regulators' role for customer empowerment.</li> </ul> <p><b>Electricity</b></p> <ul style="list-style-type: none"> <li>• CEER Advice on electricity green offers</li> </ul>
<b>Development of competitive wholesale and retail energy markets</b>	<p><b>Cross-sectoral</b></p> <ul style="list-style-type: none"> <li>• CEER Status Review on the transposition of unbundling requirements for DSOs</li> </ul>	<p><b>Cross-sectoral</b></p> <ul style="list-style-type: none"> <li>• CEER Status Review on the transposition of unbundling requirements for TSOs and DSOs (expansion of 2012 report)</li> </ul>

	<p><b>Electricity</b></p> <ul style="list-style-type: none"> <li>Guidelines of Good Practice on the implementation and use of voltage quality monitoring systems for regulatory purposes</li> </ul> <p><b>Gas</b></p> <ul style="list-style-type: none"> <li>CEER Status Review on the evaluation of access regimes at LNG terminals on the EU: efficiency indicators and actual market functioning</li> </ul>	<p><b>Electricity</b></p> <ul style="list-style-type: none"> <li>CEER Status Review on blackout prevention and restoration planning</li> <li>CEER Advice on the annual update of QoS data</li> </ul> <p><b>Gas</b></p> <ul style="list-style-type: none"> <li>CEER Monitoring Report on the LNG Transparency Template and the consistency of European LNG provisions with future Network Codes</li> <li>CEER Compliance Monitoring Report on the implementation of transparency rules according to Art. 19 Regulation (EC) 715/2009</li> <li>CEER Status Review of the Implementation of the GGSSO for CAM and CMP for gas storage</li> <li>CEER Status Review on the implementation of the Gas Target Model</li> </ul>
<p><b>New legislative / policy developments</b></p>	<p><b>Sustainability</b></p> <p><b>Cross-sectoral</b></p> <ul style="list-style-type: none"> <li>CEER Status Review on renewable energy support in Europe – update of the report C10-SDE-19-04a</li> </ul> <p><b>New Infrastructure</b></p> <p><b>Gas</b></p> <ul style="list-style-type: none"> <li>CEER Advice on identification and allocation of incremental capacity</li> </ul> <p><b>Market Integrity</b></p> <p><b>Cross-sectoral</b></p> <ul style="list-style-type: none"> <li>CEER Status Review and advice on further transparency measures on the publication of fundamental and transactional data</li> </ul>	<p><b>Sustainability</b></p> <p><b>Electricity</b></p> <ul style="list-style-type: none"> <li>Guidelines of Good Practice on demand side management: realising the energy efficiency and wider services potential</li> </ul> <p><b>New Infrastructure</b></p> <p><b>Electricity</b></p> <ul style="list-style-type: none"> <li>CEER Status Review on European regulatory approaches enabling smart grids solutions (“smart regulation”)</li> <li>CEER Report on flexibility tools for future electricity markets</li> </ul> <p><b>Gas</b></p> <ul style="list-style-type: none"> <li>CEER Guidelines of Good Practices for Market-based Gas capacity Development (GGPGCD)</li> </ul>

## 4.2. ACER WORK

This table provides an indicative list of ACER’s planned activities for 2013 and is drawn directly from the ACER 2013 work programme. For further information or details, please consult the ACER document.<sup>2</sup>

Strategy focus	ACER work continuing in Q4 2012 / 2013	ACER work starting in Q4 2012 / 2013
<p><b>Tools for Cooperation and Exchange of information amongst NRAs within ACER</b></p>		<ul style="list-style-type: none"> <li>• Develop the revised set of the BoR Rules of Procedures (RoP) and detailed working arrangements, where appropriate, to facilitate its deliberations and overall operation with a view to promoting regulatory cooperation.</li> <li>• Develop, where appropriate, beyond the existing working Arrangements, the tools for the cooperation of NRAs (including at regional level) and their strong links with ACER in new areas such as monitoring of the markets for the effective enforcement of Network Codes.</li> <li>• Contribute to developing the regional cooperation further through the ERI and GRI Groups, against the agreed objectives as set out by the cross-regional plans in electricity and in gas with a new focus on pilot projects.</li> <li>• Allow the sharing of best practices between NRAs and the Agency on issues of common interest.</li> <li>• Foster exchange of experience with the regulatory associations outside the EU, where necessary, and on areas of mutual interest (e.g. FERC on market monitoring activities).</li> <li>• Develop regulatory cooperation and working arrangements in the context of the energy infrastructure work and a consistent framework across the regions and corridors in undertaking the agency’s new tasks under the proposed TEN-E Regulation.</li> <li>• Reinforce cooperation between NRAs under REMIT, both at EU and regional level.</li> </ul>

<sup>2</sup> [http://www.acer.europa.eu/The\\_agency/Mission\\_and\\_Objectives/Documents/ACER%20Work%20Programme%202013.pdf](http://www.acer.europa.eu/The_agency/Mission_and_Objectives/Documents/ACER%20Work%20Programme%202013.pdf)

<p><b>Regulatory Activities - Electricity</b></p>	<ul style="list-style-type: none"> <li>Reasoned opinion on the network code on requirements for grid connection applicable to all generators</li> </ul>	<ul style="list-style-type: none"> <li>Potential Framework Guidelines on harmonization of national tariff structures and regulatory framework for investments</li> <li>Reasoned Opinions on the Network Codes on operational security, operational planning and scheduling and load-frequency control and reserves</li> <li>Reasoned Opinion on the Network Code on DSO and industrial load grid connection rules in electricity</li> <li>Reasoned Opinion on the Network Code on long-term (forward) capacity allocation</li> <li>Reasoned Opinion on the Network Code on electricity balancing</li> <li>Annual Monitoring Report on the implementation and management of the ITC Fund in 2012</li> <li>Proposal to the European Commission on the annual cross-border infrastructure compensation sum, and an opinion as to suitability of using long run average incremental costs for the assessment</li> <li>Opinion on the appropriate range or ranges of transmission charges paid by producers for the period after 1 January 2015</li> </ul>
<p><b>Regulatory Activities - Natural Gas</b></p>		<ul style="list-style-type: none"> <li>Reasoned Opinion on the Network Code on gas balancing rules</li> <li>Reasoned Opinion on the Network Code on interoperability and data exchange rules</li> <li>Reasoned Opinion on the Network Code on harmonised transmission tariff structures</li> <li>Best Practices Guidelines on exemptions for major gas infrastructure</li> </ul>
<p><b>Cross Sectoral Issues</b></p>	<ul style="list-style-type: none"> <li>Regulatory Framework for cross-border redispatching</li> <li>Analysis of national tariff structures and regulatory framework for transmission network investments</li> <li>Implementation of the Regulation on Guidelines for trans-European Energy Infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>Opinion on the Electricity National Ten-Year Network Development Plans</li> <li>Report on Monitoring the Implementation of the electricity Community-wide Network Development Plans and the progresses as regards the implementation of projects to create new interconnector capacity</li> <li>Opinion on ENTSO-E's draft scenario outlook &amp; adequacy forecast 2013 as component part of the electricity Community-wide Network Development Plan 2014</li> <li>Monitoring the regional cooperation of transmission system operators with regard to electricity regional investment plans as component part of the electricity Community-wide Network Development Plan 2014</li> </ul>

		<ul style="list-style-type: none"> <li>• Opinion or Reasoned Opinion with recommendations on the gas Community-wide Ten-Year Network Plan 2013-2020</li> <li>• Reviews and Recommendations on national Ten-Year Network Development Plans regarding their (in)consistency with the Community-wide Network Development Plan</li> <li>• Report on monitoring the implementation of the gas Community-wide Network Development Plan and the progresses as regards the implementation of projects to create new interconnector capacity</li> <li>• Monitoring the Regional Cooperation of Transmission System Operators with regard to regional Investment Plans</li> <li>• Annual Market Monitoring Report</li> <li>• Report to the European Commission on the execution of the tasks of ENTSO-E and ENTSO-G referred to in Art. 8(1), (2) and (3) of Regulation (EC) 714/2009 and Regulation (EC) 715/2009</li> <li>• Coordination and monitoring of activities for the parallel early implementation of Network Codes</li> <li>• ACER Regional Initiatives Annual Status Review Report</li> <li>• On-line Quarterly Reports on the activities of the electricity Regional Initiative</li> <li>• On-line Quarterly Reports on the activities of the gas Regional Initiative</li> <li>• Opinion on the consistent application of the criteria and the CBA methodology for submitting projects and evaluate their European added value</li> <li>• Opinion on the consistent application of the criteria and the CBA across regions [electricity transmission and storage projects, gas projects, electricity smart grid projects]</li> <li>• Opinion on the methodology for a harmonised energy system-wide cost-benefit analysis at Union-wide Level for PCI.</li> <li>• Facilitate the sharing of good practices and make recommendations on incentives and risk assessment methodology</li> <li>• Opinions on ENTSO-E's and ENTSG's annual work programmes</li> <li>• Opinions on ENTSGs' annual reports</li> <li>• Opinions on ENTSGs' common network operation tools including a</li> </ul>
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		<p>common incidents classification scale, and research plans</p> <ul style="list-style-type: none"> <li>• Opinions on ENTSOs' annual summer and winter outlooks</li> <li>• Opinions on ENTSOs' Recommendations relating to the coordination of technical cooperation between Community and third-country transmission system operators</li> <li>• On demand, Decision on terms and conditions and operational security of cross-border interconnectors, when requested jointly by the concerned NRAs or when the concerned NRAs fail to take a decision within a predefined period (6 months, with possible extension)</li> <li>• Opinion upon request of the Commission on Decisions of National regulatory authorities on TSO certification</li> <li>• Decisions on specific cases related to terms and conditions for access to cross-border interconnections and exemptions</li> <li>• Opinions and Recommendations in the areas of its competence, to Member States, National Regulatory Authorities, the European Parliament, the Council and the European Commission</li> <li>• Opinions and Recommendations of its own Initiative, whenever this is appropriate, for ensuring the proper functioning of the European Internal Energy Market</li> <li>• Decisions on the investment request, including cross-border cost allocation and the way the cost of the investments are reflected in the tariffs, upon request of the involved NRAs or if they fail to reach an agreement</li> </ul>
<p><b>Wholesale Energy Market Integrity and Transparency (REMIT)</b></p>	<ul style="list-style-type: none"> <li>• Recommendation to the European Commission on the record of transactions for REMIT</li> <li>• Development of monitoring methodologies and procedures for REMIT</li> </ul>	<ul style="list-style-type: none"> <li>• Contributions in the context of the adoption of the REMIT Implementing Act</li> <li>• Update of the Agency guidance on the application of REMIT definitions and cooperation with NRAs, including at regional level</li> <li>• Development of IT solutions for the registration of market participants</li> <li>• Development of IT solutions for the market surveillance, data collection, and data sharing between ACER and NRAs of wholesale energy markets</li> <li>• Definition of the wholesale energy market monitoring strategy for the effective implementation of REMIT (detection of instances of market abuse), including cooperation with ESMA</li> <li>• Definition of Mechanism for sharing the information among the Agency,</li> </ul>

		<p>NRAs, ESMA and other authorities and of transparent rules for the dissemination on information</p> <ul style="list-style-type: none"><li>• Annual Report on ACER activities under REMIT</li></ul>
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## 5. NEW CEER DOCUMENTS IN 2013

#	Sector	Title	Description	Timeline of stakeholder involvement**					
				2012	2013 Q1	2013 Q2	2013 Q3	2013 Q4	2014
1	Customers	CEER Advice on data management for better retail market functioning (technical and customer/prosumer data)	<p>CEER will develop advice on how data management should be developed in a future environment with smart metering and smart grids.</p> <p>CEER believes that it is vital for retail market functioning and customer protection that information and data exchange between stakeholders is efficient and safe.</p>		start WS	PC	PH	end LF	
2	Customers	CEER Status Review on the involvement of consumer organisations in the regulatory process	<p>CEER will map the interactions of NRAs with organisations representing the interests of energy customers, collecting best practices describing how NRAs interact with consumer bodies and involve them in the regulatory process.</p> <p>This work is a valuable element in giving substance to the CEER customer strategy to involve stakeholders from the consumer side in our regulatory work.</p>	start			end	LF	
3	Customers	CEER Status Review of regulation on smart metering, including an assessment of roll-out	A review of how smart metering functionalities are handled and how the relating economic and customer assessments are made is an important aspect relating to reliability and customer empowerment.	start			end	LF	
4	Customers	CEER Status Review of customer access to the cost and sources of energy and efficiency schemes	<p>Customers are entitled to clear information on the cost of their energy and on current and past consumption patterns. They should also have clear and simple contracts, transparent prices and information on energy sources as well as energy efficiency schemes.</p> <p>Current practices in this field will be reviewed.</p>	start			end	LF	
5	Customers	CEER Brochure on customer rights in the energy sector and regulators' role for customer empowerment	As one of the results of the CEER customer conference in June 2012, CEER will elaborate a brochure on customer rights in the energy sector. In this document the focus will be set on the top tasks for customers like contracts/bills/transparency, switching, price comparison tools and complaints/ADR and the roles of regulators in this field. This will be complemented by some recommendations and requirements.	start		end			

#	Sector	Title	Description	Timeline of stakeholder involvement**					
				2012	2013 Q1	2013 Q2	2013 Q3	2013 Q4	2014
6	Customers	CEER Advice on green electricity offers	The Advice approaches the topic of green electricity offers from the customer perspective. By analysing how customers are informed about the source of their electricity (fuel mix, guarantee of origin), CEER could elaborate a process to reach good regulation of green offers.				start	WS	PC end
7	Cross-sectoral	CEER Status Review on the transposition of unbundling requirements for TSOs and DSOs	Unbundling is one of the pillars of the 3rd Package and an indispensable prerequisite for the proper functioning of the internal energy market. This report aims to share information on the certification of TSOs and the implementation of new DSO unbundling rules.		start			end	
8	Electricity	CEER Status Review on blackout prevention and restoration planning	Existing national concepts of blackout prevention and restoration planning will be analysed, weaknesses identified and recommendations for improvements developed.		start			end FF	
9	Electricity	CEER Advice on the annual update of QoS data	The 5th Benchmarking Report on Quality of Supply (2011) contains data from 1999-2010.  As quality indicators of the electricity grids in European countries will be monitored continuously in future, a specific method and process need to be developed and applied.		start			end	
10	Electricity	CEER Status Review on European regulatory approaches enabling smart grids solutions ("smart regulation")	In future, smart distribution systems will become more and more important. Therefore, CEER will analyse current national smart grid models. In particular, smart grid technology aspects which will make electricity grids more cost-effective will be studied.		start		WS	end	
11	Electricity	Guidelines of Good Practice on demand side management: realising the energy efficiency and wider services potential	Based on NRA experience, case studies of best practice in Europe will be compiled, allowing the development of a series of best practice recommendations for Member States.		start PC	WS		end FF	

#	Sector	Title	Description	Timeline of stakeholder involvement**					
				2012	2013 Q1	2013 Q2	2013 Q3	2013 Q4	2014
12	Electricity	CEER Report on flexibility tools for future electricity markets	The EU generation scenario is dramatically changing due to the high deployment of RES systems. Also the regulation has to face new challenges in allowing a more flexible management of the power systems. In particular, storage devices need to be integrated into the market design and require proper regulation. The proposed work aims at providing clear information on how flexibility is achieved in the national markets and how flexibility tools (including DSM and storage devices) are being regulated.		start		PC	end	
13	Gas	CEER Monitoring Report on the LNG transparency template and the consistency of European LNG provisions with future Network Codes	A monitoring exercise will be performed taking into consideration current 3rd Package LNG provisions. In particular, the implementation of transparency requirements in national systems, through the transparency template recently developed by GLE and CEER, will be assessed.  If necessary, recommendations for improvements will be communicated to LSOs. Later on, an assessment of the consistency between the provisions of the future network codes and the 3rd Package LNG provisions will be carried out. If this reveals shortcomings, CEER could propose actions so as to fill the regulatory gap.		start		MF	end	
14	Gas	CEER Compliance Monitoring Report on the implementation of transparency rules according to Art. 19 Regulation (EC) 715/2009	The 3rd Package brought in new legally binding transparency requirements for natural gas storage facilities. CEER will monitor compliance with these requirements and satisfaction of storage users. The basis for this report comes from a survey in Q3 2012, where storage system operators, storage users and NRAs provided input.		start		MF	end	
15	Gas	CEER Status Review of the Implementation of the GGPSSO for CAM and CMP for gas storage	CEER has been working on improving the basis upon which the gas storage market functions, including the development of voluntary guidelines and several status reviews. In 2013, the implementation of the latest voluntary guidelines will be assessed. CEER will develop a questionnaire to assess the level of implementation of the Guidelines of Good Practice for Storage System Operators (GPSSO) regarding CAM and CMP for storage. The questionnaire will be addressed to storage system operators, storage users and NRAs. CEER will prepare a status report based on the questionnaire's results.		start		MF	end	

#	Sector	Title	Description	Timeline of stakeholder involvement**					
				2012	2013 Q1	2013 Q2	2013 Q3	2013 Q4	2014
16	Gas	CEER Status Review on the implementation of the Gas Target Model	At the 18th meeting of the Madrid Forum (September 2010), European energy regulators were mandated to elaborate a gas target model (GTM) for Europe in close consultation with stakeholders. This has been achieved through a process that included a call for evidence, five workshops and a public consultation. The final GTM developed included a series of recommendations to achieve the goal of market integration. This will be followed up in 2013 with a monitoring exercise that will assess implementation of these recommendations.		start		MF	end	
17	Gas	CEER Guidelines of Good Practices for market-based gas capacity development (GGPGCD)	Subsequently to the Framework Guideline & Network Code on Capacity Allocation Methodologies (CAM) regulators want to develop a systematic and coordinated approach towards the development of new capacity for gas transportation. Based on the previously developed Guidelines of Good Practice on Open Season Procedures (GGPOS) and the CEER public consultation on incremental capacity in 2012 the work will continue and focus on merging the GGPOS recommendations with the conclusions from the public consultation to propose a fully harmonised and market-based approach towards the coordinated development of incremental capacity. The results can take the form of Guidelines of Good Practice or could also consist of input to ACER.		start	PC WS	MF	end	

\*\* The timelines displayed here show the forecast plan for 2013 at the time of publication of this document. For updated indications, please refer to the monthly CEER electronic newsletter.

- *PC – public consultation*
- *PH – public hearing*
- *WS – workshop*
- *FF – Florence Forum*
- *MF – Madrid Forum*
- *LF – London Forum*

## ANNEX I: LIST OF ABBREVIATIONS

Term	Definition
ACER	Agency for the Cooperation of Energy Regulators
CAM	Capacity Allocation Mechanism
CEER	Council of European Energy Regulators
CEN	European Committee for Standardisation
CENELEC	European Committee for Electrotechnical Standardization
CMP	Congestion Management Procedure
DG ENER	European Commission's Directorate General for Energy
DSO	Distribution system operator
ECRB	Energy Community Regulatory Board
ENTSO-E	European Network of Transmission System Operators for Electricity
ENTSO-G	European Network of Transmission System Operators for Gas
ERGEG	European Regulatory Group for Electricity and Gas
ESMA	European Securities and Markets Authority
EU	European Union
FG	Framework Guidelines
FF	Florence Forum
GPPSSO	Guidelines of Good Practice for Storage System Operators
ICER	International Confederation of Energy Regulators
IEM	Internal Energy Market
ITRE	European Parliament Committee on Industry, Research and Energy
GGP	Guidelines for Good Practice
GGPOS	Guidelines of Good Practices on Open Seasons
GLE	Gas LNG Europe
GTM	Gas Target Model
LF	London (Citizens' Energy) Forum
LNG	Liquefied Natural Gas
LSO	LNG System Operator
MAD	Market Abuse Directive
MEDREG	Association of the Mediterranean Regulators for Electricity and Gas
MiFID	Markets in Financial Instrument Directive
MF	Madrid Forum
NRA	National Regulatory Authority
PC	Public Consultation
PCI	Projects of common interest

Term	Definition
PH	Public Hearing
QoS	Quality of Supply
REMIT	Regulation on Energy Market Integrity and Transparency (proposal)
RES	Renewable Energy Strategy
TYNDP	Ten Year Network Development Plan
SSO	Storage System Operator
TSO	Transmission System Operator
VAT	Value Added Tax
WS	Workshop

## ANNEX II: CEER DOCUMENT TYPES

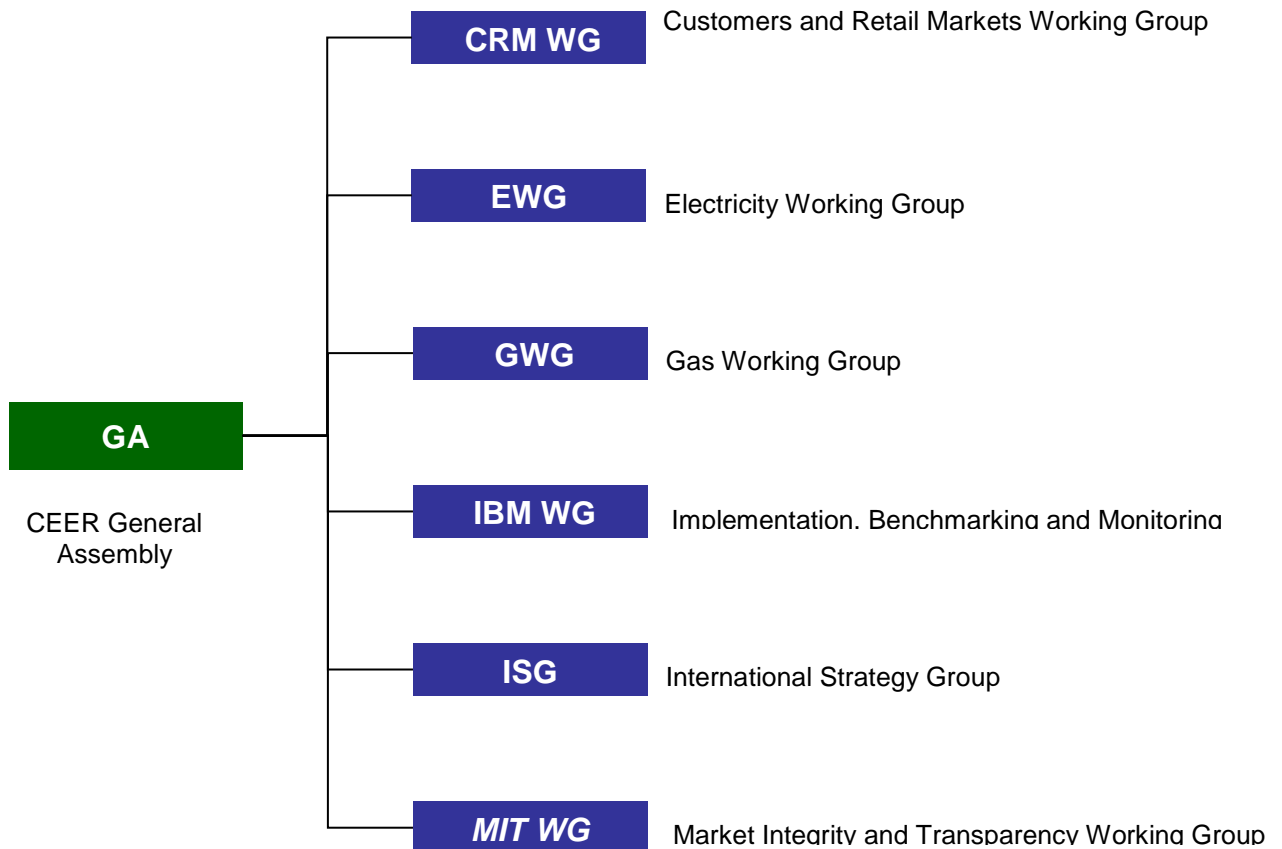
CEER produces a variety of public documents, each intended for a specific purpose<sup>3</sup>. These documents are:

- Guidelines of Good Practice are an agreed set of non-binding principles or recommendations that parties should follow on a particular topic. They relate to the implementation of a specific piece of law and are addressed to NRAs, TSOs or others.
- A Benchmarking Report provides and compares information pertaining to two or more parties in an attempt to develop a common “benchmark” or standard, against which something can be measured.
- A Status Review presents the state of play of a particular issue among Member States, without including a best-practice review.
- Advice sets out the European energy regulators’ views on a particular topic. It may be solicited or unsolicited.
- A Compliance Monitoring Report assesses the extent to which certain bodies conform or comply with particular legislation, standards or guidelines.
- A Brochure provides a basic overview on a certain topic.

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<sup>3</sup> CEER is a private not-for-profit association of national European energy regulators who voluntarily work together with the aim of improving market integration and operation and promoting consumer interests through cooperation, coordination and the exchange of best practices. Given the many languages within our membership, and the international scope of our activities, our working language is English - our website, meetings and all publications - are prepared in English.

## ANNEX III: ORGANISATION OF CEER WORKING GROUPS



The work of the European energy regulators is structured according to a number of working groups that are composed of staff members of national regulatory authorities. These working groups deal with different topics in line with their members' fields of expertise.

The Customers and Retail Markets Working Group (CRM WG) will continue its work on customer empowerment and retail market functioning to facilitate the development of competition in the energy consumers' interests

The Electricity Working Group (EWG) addresses issues related to European electricity grids and the EU electricity market.

The Gas Working Group (GWG) addresses a variety of regulatory matters in relation to European gas markets.

The Implementation, Benchmarking and Monitoring Working Group (IBM WG) is responsible for monitoring the implementation and transposition of the 3<sup>rd</sup> Package.

The Market Integrity and Transparency Working Group (MIT WG) addresses the issues of transparency and supervision of energy trading as well as the interrelation of wholesale energy market legislation with relevant financial market legislation.



The International Strategy Group (ISG) is responsible for establishing and maintaining relations with regulators and other organisations in neighbouring and global energy markets and will continue to share European experiences with regulators around the world.