

Workshop Agenda

'How to make consumer organisations' involvement in the regulatory process most effective'

09:30 – 10:00	Registration
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10:00 – 10:15	Welcome and Introduction
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Opening remarks	Patricia de Suzzoni (CEER)
Organisation of the workshop	Dirk Van Evercooren (CEER)

10:15 – 11:00	How NRAs and Consumer Organisations currently cooperate
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Presentation of the CEER Status Review on the involvement of consumer organisations in the regulatory process	Sarin Abado and Nicole Krause (CEER)
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View from Consumer Organisations (BEUC)	Monika Stajnarova (BEUC)
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Short Q&A

11:00 – 11:30	Presentation of Case Studies
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Case Study from Ofgem (UK Regulator)	Bart Schoonbaert (CEER)
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Case Study from AEEG (Italian Regulator)	Antonella Bertazzi (CEER)
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Case Study from Federacja Konsumentów (Polish consumer organisation)	Andrzej Bucko (Federacja Konsumentów)
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Short Q&A

11:30 – 11:45	Preparation of Interactive Session / Formation of Groups
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Description of interactive activity and Formation of Groups	Sarin Abado (CEER)
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11:45 - 12:30	Interactive Session Start: How to make consumer organisations' involvement in the regulatory process most effective
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Concept of interactive session: groups rotate from one work station to the next in intervals of 30-40 minutes

- **Work station 1: Information Exchange** (moderated by Nicole Krause)
- **Work station 2: Capacity Building** (moderated by Sarin Abado)
- **Work station 3: Regulatory Policy Development and Design** (moderated by Bart Schoonbaert)
- **Work station 4: Implementation and Enforcement of Regulation** (moderated by Dirk Van Evercooren)

See more information on the workstations below the agenda

12:30 - 13:30	Lunch
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13:30 – 15:15	Interactive Session Continuation: How to make consumer organisations' involvement in the regulatory process most effective
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- Continuation of group discussions

15:15 – 15:45	Coffee Break
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15:45 – 16:30	Summary of discussion and closing remarks
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Short summary of comments made at each work station	CEER work station hosts
Next Steps	Dirk Van Evercooren
Closing remarks	Patricia de Suzzoni

16:30	Closing of the workshop
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Description of interactive session:

The basic idea is to form groups which rotate from one 'work station' to the next. A work station is a designated area with a table and a flipchart covering one key area of interest. A person from CEER will be present at each work station acting as a host/moderator.

Each group spends 30-40 minutes at each work station and discusses the topic. The CEER host listens to/moderates the discussion and takes notes of the main points on the flipchart.

After the groups ran through each work station, the CEER hosts summarize the comments made during the discussions in front of the full audience.

This approach will allow stakeholders to express their views on all key areas of interest!

The work stations

There will be 4 work stations covering the topics listed below. The goal is to have a discussion on 'content' and 'process' at each work station. In terms of 'content' groups should discuss/raise relevant topics of collaboration which, in their view, should be improved/enhanced/transformed/restructured. In terms of 'process' groups should discuss how to best implement the desired changes, i.e. through which concrete measures/procedures/working arrangements.

- **Work station 1: Information Exchange**

examples of questions to be discussed:

- Is there relevant information which is not exchanged between NRAs and consumer organisations but should be? If yes, in which areas exactly and how?
- Is information sharing efficient enough? How can it be made more efficient?

- **Work Station 2: Capacity Building**

examples of questions to be discussed:

- Would capacity building/training be helpful to learn from each other and enhance services for consumers? If yes, in which areas should capacity building be performed and how?
- Who should provide/receive capacity building/training in which areas?

- **Work station 3: Regulatory Policy Development and Design**

examples of questions to be discussed:

- Should NRAs and consumer organisations collaborate on strategic matters such as on developing and shaping new policy areas? If yes, why?
- Which roles and responsibilities should NRAs and consumer organisations respectively have in such a process?
- Which measures/procedures would be necessary in order to make a dialogue on strategic matters efficient and effective?

- **Work station 4: Implementation and Enforcement of Regulation**

examples of questions to be discussed:

- How can NRAs and consumer organisations work together in order to ensure effective implementation and enforcement of existing regulations?
- What can each side contribute to help identify, diagnose and address shortcomings?
- Are specific processes/working arrangements necessary to be successful in acting against deviations from regulations currently in force?