

# Contributing to a 2020 Vision for Europe's energy customers

## CEER 3-year rolling action plan

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# What is our Vision?

- A sector that
  - puts **smaller customers** first
  - engages with and understands the **diverse needs of customers**
  - delivers **services** that meet those needs
  - anticipates **future needs**
  - takes steps to **protect** the interests of **future customers**;
  - that uses **resources efficiently**, and
  - offers all customers **a fair deal**.



# 4 principles



# Vision endorsed by many stakeholders

**BEUC/CEER joint statement** endorsed by:

- ADR bodies
- Industry
- Retailers
- DSOs



# How can CEER contribute?

- Engaging with **policy makers** to ensure that the **customer impacts** are considered
- Improving our own effectiveness in how we
  - **engage** with customer organisations
  - **analyse** and **understand** customer impacts
- Identifying and sharing **best practice**
- Ensuring that issues are identified early, analysed objectively and evidence is **clearly communicated**
- Analysing specific issues relating to how the energy sector operates and developing **advice** and **guidance**

# Work packages delivered at the London Forum

- Status review of **customer empowerment and protection provisions** of recent EU legislation
- Benchmarking report on **meter data management**



- A clearer, better **website**

# New work packages

- A clearer, better **website**...
- **Advice** on
  - **data management** for better retail market functioning
  - **Green** electricity offers
- Status Review of
  - The **involvement of consumer organisations** in the regulatory process
  - The regulation on **smart metering**
  - **Customer access to** the cost and sources of energy and efficiency schemes



# How we plan to operate

We are proposing to make a number of changes to how we operate and engage with customers, industry and other players

- Setting future work
- New forms of communication
- New approaches to engagement
- Capacity building
- Using available information better



The background of the slide is a light blue gradient with a faint, semi-transparent image of a high-voltage electricity pylon on the left and a gas burner with blue flames on the right.

Thank you for your attention!

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