



The Consumer Voice in Europe

CEER customer conference

How to make a consumer centric market a reality for consumers

Brussels
11 July 2016

Monique Goyens
Director General

Future markets will be decentralized

Need for a welcome culture for
prosumers

Future markets will flexible

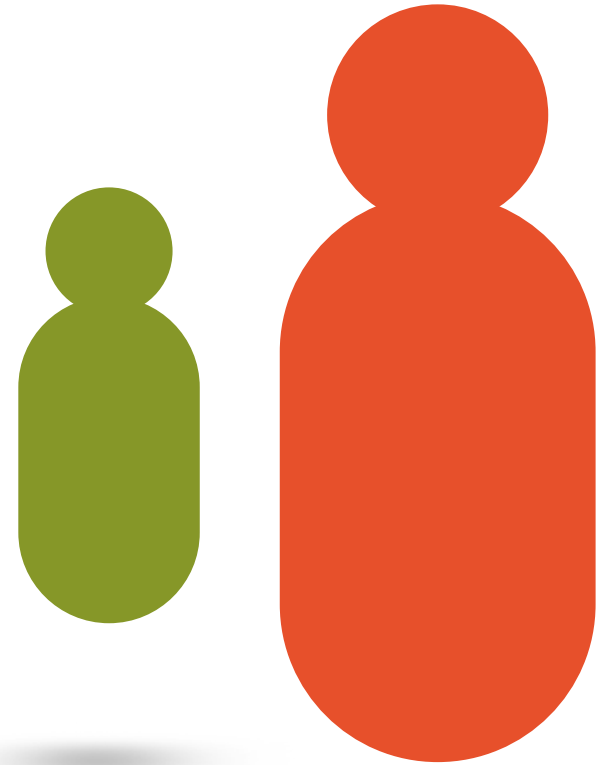
- Need for distributional analysis of demand-response impact
- Conditions for consumer engagement: simplicity, safety, rewards

Future markets will complex

- New potential, new roles, new responsibilities
- need to adapt regulatory framework to safeguard consumer rights



The Consumer Voice in Europe



www.beuc.eu – consumers@beuc.eu