

CEER Hearing on the draft Advice on Price Comparison Tools

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Brussels, 14 March 2012

Agenda of the Hearing AM

- **10:30 – 11:10 Introduction and presentation**
- Public Consultation, responses received, by Mrs Kate Smith – Mrs Nicole Krause
- **11:10 – 11:40 European Commission**
- DG ENER by Mr Jan Panek
- DG SANCO by Ms Carina Toernblom
- **11:40 – 13:00 Price comparison tools**
- Introduction by Mr Matthias Noorlander (NMa)
- View from price comparison website providers, by Mr Freek van den Berg Energieleveranciers.nl

Agenda of the Hearing PM

- **13:00 – 14:00** **Lunch break**
- **14:00 – 16:00** **Price comparison tools Round Table**
- Main issues discussed during the Round Table:
 - Regulation or self-regulation?
 - Consistency of information versus innovation and differentiation
 - Simplicity and comprehensibility
 - Need to know versus nice to have information
 - Other channels than Internet: cost versus inclusion
 - Future challenges for PCT
- **16:00 – 16.10** **Closing remarks and next steps**
- Mrs Patricia de-Suzzoni, Chair of the CEER Retail Market and Customers Working Group

Background of Draft PCT Advice

- At 3rd Citizens' Energy Forum 2010, the European Commission presented an Energy study
- Key finding: many customers did not have access to neutral, objective information or could not find it
- Information can empower customers to take an **active role** in the liberalised energy markets, by switching tariffs or switching suppliers
- Easy access to neutral, objective information is therefore crucial for the further **development of the European energy markets**
- EC asked CEER to prepare draft advice on how best to provide this information to customers




Objectives and Methodology 1

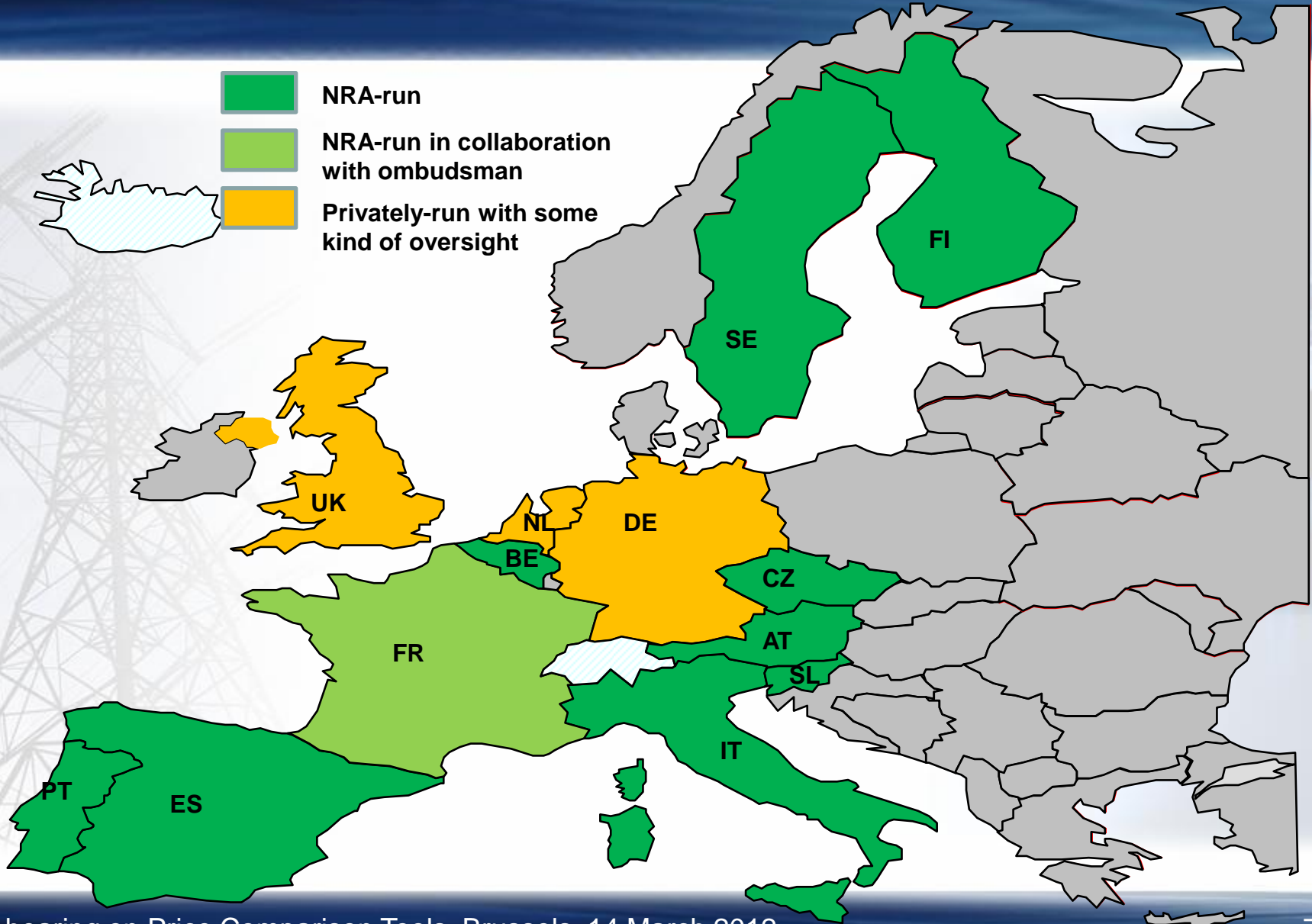
- Objectives:
 - Give an overview of existing practices,
 - determine the main prerequisites for a well-functioning price comparison tool and
 - point out good practices
- NRAs were asked to submit, on a voluntary basis, **case studies** on the situation in their countries

Objectives and Methodology 2

- 12 case studies (11 Member States) were received and published separately from the Draft Advice
- A **closed workshop** was held in April 2011 to discuss case studies in depth and to collect comments by invited stakeholders
- CEER presented draft Advice with 16 draft recommendations to the 4th London Forum in October 2011
- Draft Advice was then **submitted to stakeholder comments** until December

Map (partial)

-  NRA-run
-  NRA-run in collaboration with ombudsman
-  Privately-run with some kind of oversight



Thank you for your attention!

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