

## ENGAGED CUSTOMERS DRIVING THE ENERGY TRANSITION

16 June 2016, 9.00-10.30

Venue: Charlemagne building, room Mansholt

The development of renewables together with the digitalisation of the power system have made possible a paradigm change at the European system level. The growing need for flexibility makes customers the key enabler of the energy transition.

Five European organisations representing key stakeholders of the electric system (**ENTSO-E, EDSO for Smart Grids, CEER, SEDC and the IDEAS Platform**), join forces to support the active customer paradigm and explore the various ways in which customers themselves can drive the energy transition.

8.30	<b>Welcome coffee</b>
9.00 – 9.15	Monika Stajnarova, Senior Economic Officer, BEUC
9.15	<p><b>Panel discussion</b></p> <ul style="list-style-type: none"> <li>• Why engage customers?</li> <li>• What is each organisation doing to foster customer participation?</li> <li>• What are some of the key recommendations for policymakers?</li> </ul> <p>Moderated by Leonardo Meeus, Director Vlerick Energy Centre</p> <p>Daniel Hödler, Director Energy Policy and Communications, Clean Energy Sourcing AG            Susanne Nies, Corporate Affairs Manager, ENTSO-E            Patricia de Suzzoni, Customers and Retail Markets WG Chair, CEER            Roberto Zangrandi, Special Advisor, EDSO for Smart Grids            Bertrand Deprez, Vice President EU Government Affairs, Schneider Electric</p> <p>Conclusions by Marie Donnelly, Director Dic C, DG ENER, European Commission</p> <p><b>Q&amp;A</b></p>

