

**Business Design Centre  
52 Upper Street  
London N1 0QH**

**5th CITIZENS' ENERGY FORUM  
- London Forum -  
AGENDA**

**13-14 November 2012  
London**

*Day 1 – Tuesday, 13 November 2012*

**12.00-13.00 Registration and coffee**

**13.00-14.00 Opening speeches**

*Guenther Oettinger, Energy Commissioner*

*Martin Crouch, Director, Ofgem*

**14.00-15.30 Panel discussion: building a consumer-centred vision of the retail market**

*Co-chair: Jean-Arnold Vinois, Acting Director, DG ENER*

*Jacqueline Minor, Director, DG SANCO*

**Introductions**

*Monique Goyens, Director-General BEUC*

*Patricia de Suzzoni, CRE France/CEER*

**Additional panellists**

*Gian Carlo Scarsi, ACER*

*Pauline Lawson: an electricity and gas industry view*

*Bo Hesselgren, Consumer Energy Markets Bureau, Sweden*

*Carmen Redondo, consumer group HISPACOOOP, Spain*

**Q&A and interventions from the audience (ca. 40 minutes)**

**Preliminary conclusions from the session**

**15.30-16.00 Coffee break**

**Breakout Session I: consumer empowerment in energy policy**

*Chair: Jacqueline Minor, Director, DG SANCO*

**16.00-16.30 Introductions of subjects (in plenary) by the Commission:**

Ensuring price transparency and comparability for consumers

*Carina Törnblom, DG SANCO*

Getting the identification and protection of vulnerable consumers right

*Jan Panek, DG ENER*

Smart metering as a first step to demand response in a smart grid

*Manuel Sanchez Jimenez, DG ENER*

**16.30-18.00 Work in groups**

Group 1: price transparency and price comparison tools

*Presentation: Stéphane Mialot, French Energy Ombudsman*

*Chair (Animator): Kyriakos Gialoglou, DG SANCO*

*Rapporteur: Dirk Van Evercooren, VREG Belgium/CEER*

Group 2: vulnerable consumers

*Presentation: Christina Veigl-Guthann, E-Control Austria/CEER*

*Chair (Animator): Kate Smith, Ofgem, UK/CEER*

*Rapporteur: Lara Blake, DG ENER*

Group 3: demand response and smart metering

*Presentation: Liam O'Sullivan, Low Carbon London (GEODE)*

*Chair (Animator): Jessica Strömbäck, VaasaETT/SEDC*

*Rapporteur: Manuel Sanchez Jimenez, DG ENER*

**18.00 Drinks (guest speech at 18.30)**

Guest speaker: *Lewis Shand Smith, UK Chief Ombudsman/NEON*

**Day 2 – Wednesday, 14 November 2012**

**09.00-09.45 Reports/conclusions from Breakout Session I and plenary discussion**

*Chair: Jacqueline Minor, Director, DG SANCO*

Rapporteurs from Groups 1-3

Interventions from audience, Q&A, preliminary conclusions

**09.45-11.00 Panel Discussion: future market models in a smart grid environment**

*Chair: Jean-Arnold Vinois, Acting Director, DG ENER*

**Introductory presentations**

Consumer key priorities – *Monika Stajnarova, BEUC*

Regulatory overview – *Marielle Liikanen, EIS Sweden/CEER*

Case I: DSO as Market Facilitator – *SGTF EG3 delegate: Gunnar Lorenz, EURELECTRIC*

Case II: Third Party Data Facilitator, Data Sharing - *SGTF EG3 delegate: Alicia Carrasco, eMeter (Siemens)*

Case III: Data Access Point Manager - *SGTF EG3 delegate: Thomas Weisshaupt, Cinterion*

**Q&A from audience (30 minutes)**

**Preliminary conclusions from the session**

**11.00-11.30 Coffee break**

**Breakout Session II: bringing the Forum closer to consumers**

*Chair: Jacqueline Minor, Director, DG SANCO*

**11.30-11.45 Introductory mini-testimonials in plenary**

*Frauke Rogalla, Federation of German Consumer Organisations*

*Heidi Ranscombe, Consumer Focus, UK*

*Baiba Miltovica, Latvian National Association for Consumer Protection*

**11.45-12.45 Work in groups (discussing formats and focus of Forum's future work)**

Group 1: strengthening consumer engagement and protection

*Presentation: Jenny Driscoll, Which?, UK*

*Chair (Animator): Carina Törnblom, DG SANCO*

*Rapporteur: Karen Kavanagh, CER Ireland/CEER*

Group 2: promoting energy efficiency solutions to consumers

*Presentation: Howard Porter, BEAMA (ESMIG)*

*Chair (Animator): Paula Rey Garcia, DG ENER*

*Rapporteur: Fabienne Chol, Institute Nat. de la Consommation, France*

Group 3: stimulating innovative and competitive service

*Presentation: Soeren Hoegel, Stadtwerke Wuppertal (CEDEC)*

*Chair (Animator): Axel Bierer, DG ENER*

*Rapporteur: Roel Kaljee, EURELECTRIC*

**12.45-14.00 Lunch**

**14.00-15.00 Reports/conclusions from Breakout Session II and plenary discussion**

*Co-chairs: Tomás Gómez, CNE Spain/CEER*

*Monique Goyens, BEUC*

Rapporteurs from Groups 1-3

Interventions from audience, Q&A, preliminary conclusions

**15.00-16.00: 2012 Forum conclusions**

*Chair: Jean-Arnold Vinois, Acting Director, DG ENER*