

Welcome

- Welcome to the 2012 CEER conference in this impressive 300-year old academy.
- 2 main themes – Energy Infrastructure and Energy Efficiency
 - Honoured to have Commissioner Oettinger join us (right after lunch) to tell us about his ambitions for the Energy Infrastructure Package. You'll hear more from me on this shortly!
 - Warmly welcome the Mr Antonio Fernando Correia de Campos (Rapporteur of the Energy Infrastructure Regulation), and Claude Turmes will be joining us this afternoon. We look forward to hearing to him after yesterday's vote in parliament.
 - Pleased to have strong representation from the Member States, the Commission, and stakeholders.
 - Overwhelming interest in participating in this conference. Presentations, some photos (possibly some video clips), will be uploaded afterwards on the CEER website.

Now some news !

Swiss Observership to CEER

- In November 2011, CEER took the decision to invite the national regulatory authorities of EFTA and EU accession countries to participate in our work as Observers.
- In widening the scope of our geographical coverage, we have defined a broader vision of our role as an independent association of regulators, working to promote sound regulatory practices and competitive markets within and beyond Europe's borders.
- Yesterday, we admitted our first observer - Elcom, the Swiss regulator, who now joins the ranks of CEER as an Observer (with effect from 1 Feb 2012).
- The Energy Regulatory Commission of the Republic of Macedonia has also indicated its interest in becoming an Observer.

Work Programme 2012

- Yesterday we also approved our 2012 work programme.
- Please take a copy of the CEER 2011 Annual Report.

CEER's new customer-focus, building a 2020 strategic vision of customers

- Following the 2011 London Forum, we will undertake several strands of work which promote efficient retail markets such as billing, price comparison tools and demand response.



- Nothing new in this. We have always had discrete customer deliverables in our Work Programme but what is new is now we are trying to really to *embed customer issues in other areas of our work*.
 - There will be a customer perspective in all CEER documents.
 - There will be specific customer session in workshops organised by CEER and we will have a dedicated customer event this Summer.
 - CEER will single out the voice of customer organisations in our own consultations.
- At the broader level of stakeholders, a customer-focus similarly needs to be applied to the technical work being undertaken on behalf of customers, be it in relation to network codes, energy efficiency, energy infrastructure regulation or wholesale markets. Such a perspective is key to ensuring that customer needs are balanced efficiently against other objectives.
- *This is why CEER will champion customers' interests and seek to place consumers at the heart of EU energy policy in general.*
 - I see the *London Forum as playing an important role*. At the last London Forum, I made some suggestions as to how to *improve the functioning of the London Forum* and to better include consumer organisations in energy policy making (e.g. making *sure the Madrid/Florence forum agendas better reflect customer issues*).
 - Member States have set 2014 as the target date for an Internal Energy Market (however realistic that is!). This will be an important milestone in leading to well-functioning wholesales markets. Proper functioning wholesale markets are a pre-requisition for well-functioning retail markets.
 - We need to have a better understanding of customers' needs and wants. We will be looking to others to help inform our knowledge. Already at the last London Forum (last October), *I called on Forum participants to identify their priorities for the Internal Energy Market (due to be in place by 2014) so that the IEM will work for customers*, asking for concrete ideas (i.e. beyond generalisations) on actions to be taken.
 - This week I'm *pleased to have received the first stakeholder feedback from BEUC*, the European Consumer Organisation. BEUC agree with my view that there should be consumer representation in the discussions related to the wholesale market, and not limiting themselves to retail issues. We appreciate their *willingness to get more involved and note that you have to focus your efforts given your limited resources*.
 - CEER see the need for a *medium-term vision for energy consumers*. *CEER is happy to take up this mantle to build “A 2020 customer vision of Europe's energy market” in dialogue with stakeholders*. CEER will host a special event in June with stakeholders to launch our initial thinking.

Stakeholder engagement in reviewing CEER’s approach to public consultations

- Another thing I took from the BEUC letter was the importance they attach to having live debate. In addition to the special CEER dedicated event to a 2020 customer vision, each year we hold *a series of workshops on selected topics*.
- We appreciate that it may not always be easy for parties to engage with us (be it a problem of language, having resources to dedicate to the numerous public consultations).
- Last Spring we adopted CEER public consultation practices. Around the same time *we introduced online public consultation*. Many of you respond to our consultations. One year on, *we are now reviewing our practices so as to make sure we don’t create obstacles which are unnecessary*.
- We are keen to listen to respondents experiences of engaging with us, of responding to our consultations and *learn from your experiences so as improve our policies and practices*.

Lord Mogg
CEER President, Brussels, 25 January 2012