



Supplier Switching in Electricity and Gas Retail Markets

Sharing Experiences and Good Practices

Commission de Régulation de l'Énergie, Paris, 23 September 2008

Closing address

Ms. Patricia de Suzzoni

Chair of ERGEG Customer Focus Group

Customer Focus Group background



- **European Regulators Group for Electricity and Gas (EREG)**
 - Set up in 2003 by the European Commission as its advisory body on internal energy market issues
 - Made up of the national regulatory authorities of EU's Member States (and Observers from EEA's states and candidate countries)
 - **Its purpose is to facilitate a consistent application of Community legislation in all Member States**

- **Customer Focus Group (CFG)**
 - Created in 2005 with a focus on :
 - **customer protection / empowerment**
 - **retail market functioning**

CFG publications as of today

- **Customer information**
- **End-user price regulation**
- **Regulatory aspects of smart metering**
- **Removing obstacles to supplier switching**

CFG publications...more to come in 2008/2009



- **Monitoring transposition of consumers' rights (Annex A)**
- **Establishing reliable indicators for retail market monitoring**
- **Customer complaint handling**

Through status reviews, handbooks, guidelines of good practices, position papers...

available on www.energy-regulators.eu

Outcome of the workshop



- Today's discussions are a **highly valuable input** for the preparation of the **Citizen's Energy Forum** (27 & 28 October – London)

- This forum is similar to the Florence and Madrid Fora
 - at the initiative of the European Commission
 - it should **facilitate discussions** between stakeholders **to come up with recommendations** designed **to promote competition in the retail markets and consideration of consumers' interests**

- 2 ERGEG presentations are requested for the forum:
 - Day 1: ERGEG monitoring report on the transposition of Annex A of the Directives

 - **Day 2: ERGEG report on obstacles to supplier switching & best practices in switching**

Outcome of the workshop



- **Highly valuable input for the preparation of ERGEG Work Program 2009**
- **Today's discussions have been an opportunity to share experiences, hear from key experts, renew or make new contacts**
- **Meeting stakeholders on a regular basis is highly relevant from a CFG's perspective**
- **Such practice will be encouraged in 2009**

My deep gratitude to

- the speakers
- the group moderators: **Silke Ebnet, Marielle Liikanen** and **Martin Skovgaard Larsen**
- the group secretaries: **Hege Bohler** and **Natalie McCoy**
- the coordinator: **Nicolas Parée**

- **Gunn Oland**
 - Gunn has been devoted for almost two years to chair ERGEG Retail Market Functioning Task Force
 - Gunn has joined a new position at NVE, the Norwegian regulatory authority

Thank you for your participation

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