



**Draft**  
**CEER 2014 Work Programme**  
**Consultation document**

**Ref: C13-WPDC-23-05**  
**29 May 2013**

## INFORMATION PAGE

### Abstract

On 29 May 2013, the European energy regulators launched a public consultation on the draft CEER 2014 Work Programme (Ref. C13-WPDC-23-05). This document outlines CEER's work plan for 2014, centred on four overall strategy focus areas.

Stakeholders are invited to provide their views via an [online questionnaire](#) by 21 June at the latest.

### Target audience

Energy suppliers, traders, electricity and gas customers, electricity and gas industry, consumer representative groups, network operators, Member States, academics and all other interested parties.

### How to respond to this consultation

Deadline: **21 June 2013**

This public consultation is carried out through a dedicated [online questionnaire](#) on the European energy regulators' website. No login is required.

If you have any queries relating to this consultation paper or the online consultation, please contact:

Ms Natalie McCoy  
Tel. +32 (0)2 788 73 30  
Email: [Natalie.McCoy@ceer.eu](mailto:Natalie.McCoy@ceer.eu)

All responses except confidential material will be published on our website:

[www.energy-regulators.eu](http://www.energy-regulators.eu)

### Treatment of confidential responses

In the interest of transparency, CEER:

- i. will list the names of all respondents (whether confidential or not) or, alternatively, make public the number (but not the names) of confidential responses received;
- ii. request that any respondent requesting confidentiality submit those confidential aspects of their response by marking them as "confidential" in the online questionnaire. CEER will publish all parts of responses that are not marked confidential.

This CEER public consultation is carried out in line with the Guidelines on [CEER's Public Consultation Practices](#).

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## 1. INTRODUCTION

Through CEER, regulators share experience and develop good regulatory practices in areas important to national energy regulatory authorities (NRAs). Important priority areas include customer rights, fostering competitive markets and maintaining and strengthening our dialogue with regulators around the world, through which CEER aims to identify and exchange good international practices, and to identify critical issues which may soon face the energy sector.

In 2014, CEER will extend the internal services it provides for member NRAs by the further development of good regulatory practices, particularly in relation to situations in developing economies and small and isolated markets. In addition, European energy regulators have identified that a longer term view on some developing issues, such as the impact of introducing smart technologies into the networks, would help with the organisation of an effective regulatory response. CEER will therefore also undertake analytical work examining key upcoming issues facing the energy sector, on which it will consult stakeholders.

In undertaking these activities, CEER pursues a broad variety of issues of interest to regulators. European energy regulators also work within the EU Agency for the Cooperation of Energy Regulators (ACER), focusing on its statutory tasks relating to the development, implementation and monitoring of the cross-border regulatory framework for the effective operation of the Internal Energy Market. In order for stakeholders to see easily the work of both CEER and ACER, both organisations are working to a roughly parallel timetable for the development of their draft 2014 work programmes.

We invite comments on the CEER draft work programme **by 21 June 2013**. This year we do not plan to hold a workshop on the CEER work programme. However, CEER is holding an Annual [Conference on Energy Customers](#) on 19 June 2013 and that will be an opportunity for consumers to provide views orally on CEER's draft 2014 Work Programme.

Stakeholders are invited to participate in the public consultation via a dedicated online questionnaire in the public consultation section of the CEER website. Please note that only answers submitted via the on-line questionnaire will be taken into consideration.

To learn about ACER's 2014 activities and work programme, visit: [www.acer.europa.eu](http://www.acer.europa.eu).

## 2. OUR PRIORITIES IN 2014

CEER will continue to concentrate on enhancing the capability of EU NRAs to fulfil effectively their individual European responsibilities for achieving a **competitive, sustainable and secure energy market in Europe**. CEER will continue to engage fully with policy makers to help in the development of a sound and sustainable single European energy market. CEER will enhance collaboration between member NRAs to share experiences, and to identify good regulatory practices.

CEER's priorities for 2014 will continue to emphasise the increasing role that customers will play in the development of energy markets.

We will also continue to develop our international relations with regulators across Europe and globally.

We will seek to identify a limited number of issues which are likely to impact on European energy markets and we will seek the views of stakeholders on the extent of their likely impact, and on what measures should be taken to address them. As illustrative examples, the issues addressed in this way could include topics such as the future role of DSOs, and demand side impact on the grids. We would welcome views on the specific issues CEER could examine in 2014 as a matter of priority.

### 2.1. CUSTOMERS

CEER's initiative of building a 2020 vision for Europe's energy customers is aimed at putting consumers at the heart of Europe's internal energy market (IEM). This will remain a key issue for regulators in 2014. We continue to champion consumer rights and emphasise in our communications that the benefits to the consumer are the ultimate goal of sound energy regulation. Through the deliverables from our Work Programme and ongoing efforts, we will continue to develop and promote communication tools such as our dedicated customer web pages. We are also committed to bringing energy regulation issues closer to consumers with the continuation of the inclusion in all CEER reports of a customer section and an accompanying Citizens' Q&A memo to explain briefly and simply our reports. In 2014, we will be reviewing progress towards achieving the Vision, working with energy industry supporters of the Vision's core principles. This customer focus will naturally continue in 2014 and will develop further as our consumer vision is implemented.

## **2.2. NEW LEGISLATIVE/POLICY DEVELOPMENTS**

Through CEER, the energy regulators are committed to serving as valued partners for the European Institutions in their shaping of energy policy and legislative proposals. CEER will continue its analysis of and reaction to initiatives from the European Commission which impact on energy markets, as and when such proposals arise. For example, CEER is fully engaged in the European Commission's consultation on its Green Paper "A 2030 framework for climate and energy policies". We will also continue our active involvement in European Commission initiatives, including their dedicated expert groups on specific policy areas.

## **2.3. INTERNATIONAL WORK**

CEER is active in developing relations with non-EU regulators, both through bilateral ties (e.g. the Federal Tariff Service of Russia) and with regulatory associations (such as the ECRB, MEDREG, NARUC and ICER<sup>1</sup>). Such networking and cooperation provides the basis for identifying areas of common ground where a mutual field of interest can be explored to the benefit of both partners. Strengthening the cooperation of CEER with these institutions will continue to be a priority area.

## **2.4. DEVELOPING AREAS OF WORK**

CEER will analyse areas where we believe there will be significant change which will impact on the regulation of the energy sector. In 2014, we intend to examine two areas which are likely to be impacted as a consequence of the introduction of smart grids and smart meters:

- a) the impact of growing demand side involvement on the grids; and
- b) the developing role of distribution system operator

There may well be other issues on the horizon which could be of major relevance to the development of Europe's energy markets. Here, we would welcome stakeholders' views.

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<sup>1</sup> ECRB - Energy Community Regulatory Board; MEDREG - ; NARUC – National Association of Regulatory Utility Commissioners; ICER – International Confederation of Energy Regulators.

### 3. OUR PROCESS FOR THE 2014 WP

CEER has established a practice of publicly consulting on its proposed deliverables. In order to present a comprehensive picture of regulatory activity in the year ahead for CEER and ACER, CEER has again decided to align the timing of its Work Programme to the statutory one required of ACER.<sup>2</sup>

In order to meet the timeline set out by the ACER Regulation, the CEER Work Programme will be developed in June through to September. To avoid consultation during the summer holiday season, we are seeking views during June. We very much hope stakeholders will be able to provide their views in this timescale.

The [online questionnaire](#) for this consultation is available on the CEER website and will remain open until 21 June 2013. Following its review of the comments received, CEER aims to publish its final 2014 Work Programme in September 2013.

### 4. QUESTIONS FOR CONSULTATION

CEER values input from stakeholders, and the opportunity to share their views on the European energy regulators Work Programme has been appreciated by stakeholders.

The purpose of the public consultation is to increase transparency and to provide us with valuable feed-back from stakeholders. The present document will be open for public consultation from **29 May until 21 June 2013**.

We would in particular be interested in views on the following **questions for public consultation**:

- Do you agree with the scope of the work plan? Are there other things you think CEER should do as a matter of priority?
- Do you have any suggestions of issues which are likely to impact on European energy markets in the coming years and on which CEER could examine the possible future impacts as part of its 2014 Work Programme?

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<sup>2</sup> The ACER WP is prepared by the Director by 30 June and presented to the Commission/European Parliament and ACER Board of Regulators (BoR). The BoR, in turn, approves the draft ACER WP by 1 September. Finally, the ACER Administrative Board adopts the ACER WP before 30 September.

- On the individual deliverables (listed in section 5):
  - Please indicate the deliverables you consider as “very important”, “important” or “not important”.
  - For the deliverables with consultations, hearings, workshops etc. do you intend to actively participate?
  - Do you have any specific comments on any of the individual deliverables?

Stakeholders are invited to participate in the public consultation via a dedicated [online questionnaire](#) on the CEER website.



## 5. NEW CEER DOCUMENTS IN 2014

#	Sector	Title	Description	Timeline*					
				2013	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015
1	Customers	Consumer protection and empowerment: ACER-CEER market monitoring report	As part of the Market Monitoring report, one section will look into the functioning of the markets from the customer perspective: what works? What needs to be developed or remedied? The processes of switching and billing, customer information and e-billing will be important focal points.	Start				End LF	
2	Customers	2020 Vision for Europe's Energy Customers: Report on the implementation by supporting stakeholders	The report aims to sum up actions taken (or planned) by supporters to implement the "2020 Vision", to assess the implementation process at this stage and to propose further actions (a follow up action plan for 2014-2016).	Start		CCC	End	LF	
3	Customers	Advice on how to involve and engage customer representatives in the regulatory process	Based on the findings of our 2013 Status Review, CEER will develop guidelines of good practice (GGP)/advice for NRAs on how to work closer with consumer organisations and other consumer representation to make customers' perception and experience a key driver of regulation.	Start	WS			PC	PH End

#	Sector	Title	Description	Timeline*					
				2013	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015
4	Customers	Advice on green electricity offers	By analysing how customers are informed about the source of their electricity (fuel mix, guarantee of origin), CEER will complete work initiated during 2013 to advise on efficient regulation of green offers in the interest of the customers.	Start PC	PH	End CCC			
5	Customers	Advice from a consumer/prosumer perspective on regulating the quality of services by the distribution system operator (DSO)	CEER will review regulation activities as regards the quality of DSO prosumer and consumer services, focusing on (dis)connection, service (de)activation and maintenance. This is linked to the ACER-CEER market monitoring report as well as to the 2010 ERGEG Final GGP on Indicators for Retail market Monitoring.	Start PC	PH	End CCC		LF	
6	Customers	Data management: Advice for better retail market functioning	CEER is working to develop advice on how data management should be developed in the current and future environment with and without smart metering and smart grids.	Start	PC	End CCC PH		LF	
7	Customers	Demand Response and energy efficiency services: Benchmarking report/case studies	What are the existing electricity offers from suppliers (Time of Use (ToU), dynamic and critical peak pricing)? How do aggregators (and other similar actors) work and communicate with customers? Are there regulatory barriers for these business models?			Start		WS	End CCC

#	Sector	Title	Description	Timeline*					
				2013	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015
8	Customers	Status Review of the implementation of 2012 GGP on electricity and gas retail market design	The status review will monitor the implementation of the thirteen recommendations issued by CEER in 2012 on supplier switching and billing.	Start				End LF	
9	Electricity	Status Review of Renewable Energy and Energy Efficiency Support Schemes in Europe	This document will form the latest update to the regular CEER Status Review of Renewable Energy and Energy Efficiency Support Schemes in Europe. These documents collect comparable data on RES support in Europe (e.g. by technology and support type) and will make reference to the 2013 European Commission guidance on renewable support schemes.		Start		End		CAC
10	Electricity	Status Review on Ancillary Services	Ancillary services are key for a stable electricity system - nevertheless different services and responsibilities are in place in Member States. Good practices should be identified and recommended for future implementation or realisation.		Start	WS		End FF	
11	Electricity	Annual update report of Quality of Electricity Supply (QoS) Data - 2013	The plan for 2014 is to make an annual update of important QoS data. The aim of this annual update of quality indicators is to monitor continuously the development of QoS of networks in European countries.		Start			End	

#	Sector	Title	Description	Timeline*					
				2013	2014 Q1	2014 Q2	2014 Q3	2014 Q4	2015
12	Gas	Status Review on monitoring access to EU Liquefied Natural Gas (LNG) terminals	CEER will report on capacity availability, capacity use, services offered and congestion management at EU LNG terminals in 2012 and 2013. The report will also analyse how LNG terminals are integrated in the individual entry-exit systems. The results will be compared to data collected in 2012 and any major changes will be highlighted.			Start		End	
13	Gas	Monitoring Report on the implementation of Guidelines of good practice for storage system operators (GGPSSO) for capacity allocation mechanisms (CAM) and congestion management principles (CMP)	In 2011, CEER published GGSSO for CAM and CMP. As a next step, Gas Storage Europe (GSE) prepared an implementation plan and SSOs started implementation. This report will review developments.	Start				End	
14	Gas	Monitoring Report on the implementation of the GSE Transparency Template	In 2013, GSE developed – in close cooperation with CEER – a Transparency Template. The 23rd Madrid Forum invited CEER to monitor the implementation of the Template.  The report will also analyse how gas storage is integrated in entry-exit systems, what type of gas capacity products are offered and whether there are obligations to contract storage		Start			End	

			capacity in order to become a shipper in individual countries.				
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\* The timelines displayed here show the forecast plan for 2014 at the time of publication of this document. For updated indications, please refer to the monthly CEER electronic letter.

- Start and End refers to when work on the deliverables are planned to be done
- LF = London Forum
- MF = Madrid Forum
- FF = Florence Forum
- WS = Workshop
- PC = Public consultation
- PH = Public hearing
- CCC = CEER Customer Conference
- CAC = CEER Annual Conference