

LET'S BUILD A 2020 VISION FOR ENERGY CUSTOMERS!

ENERGY CUSTOMERS INTERACTIVE CONFERENCE

21 JUNE 2012, BRUSSELS

THE "TALK OF THE TOWN"
during Sustainable Energy Week 2012

the CEER interactive customer conference

The Council of European Energy Regulators (CEER's) interactive customer event, in Brussels, is the "talk of the town". Here's why!

The CEER "Building a 2020 Vision for Europe's energy customers" conference (21 June) was the first step in a process led by regulators to build together, with consumer bodies, the EU Institutions, industry and others, a 2020 vision for energy customers.

Homework for conference participants in advance. The CEER discussion paper

- CEER published a discussion paper 6 weeks ahead of the event. It outlines what CEER sees as the key principles that consumers expect from the energy market: reliability; affordability; simplicity; protection and empowerment.
- The CEER discussion paper (which participants were encouraged to read in advance) was posted on our website in 7 different languages in order to facilitate broader readership and participation.
- The 4 themes of the discussion paper motivated a set of Qs for the 4 dedicated breakout sessions during the 21 June conference.



"We kick-started the process to build a 2020 vision for energy customer with an interactive event (21 June) based around CEER's discussion paper. The consumer voice was represented by 37 national consumer body representatives, who clearly welcomed the opportunity to come to Brussels to share their views about the changes facing energy customers. We are now taking stock of their input in further developing our Vision Paper for London Forum in November 2012."

Lord Mogg, CEER President

CEER customer conference, June 2012



Why did regulators specifically target national consumer bodies and how did we engage them?

- CEER sees energy customers not only as consumers of energy but also as problem solvers. This is why we always consult extensively. For this event, we tried hard to reach out to bring the national consumer bodies to Brussels to help us build a 2020 vision for consumers.
- We advertised the event in a grass roots way through our national regulators (using local languages), through the European Commission (e.g. 2012 Sustainable Energy Week event) and through BEUC (the EU consumer body). Targeted communication (e.g. short promotional video in multiple languages) helped ensure greater levels of consumer body engagement.
- We openly invited 4 national consumer bodies to tell their story of energy customer empowerment during the event. Due to huge demand, we increased it to 6 testimonials by national consumer bodies.



What was so different about this event?

- The 21 June event was truly interactive – time for “speeches” in Plenary sessions was minimised; Q&A time was maximised; and we had parallel (hour-long) breakout sessions am and pm.

- Each breakout session was split into sub-groups (each containing a good mix of regulators, consumer bodies, industry, etc.). Participants were pre-assigned to different sub-groups (am and pm) so as to increase the opportunity to interact.

- Although English is the working language of CEER, conference material (CEER discussion paper, questions for the breakouts, conference programme) was translated into 10 different languages. In addition, the European Commission provided simultaneous interpretation of the conference proceedings in 6 languages.

- The Facilitators of the breakout sessions challenged participants to answer 3 concrete questions. Each sub-group communicated its main discussion points within the wider breakout session and the Facilitator reported back to the Plenary on the main findings.

- Participants were invited to write their “top tips” on a whiteboard which are now being posted on the CEER website (www.energy-regulators.eu).

- The collaboration of regulators, consumer bodies, EU institutions and industry forged at the event is a major benefit for building trust and confidence in Europe’s energy market.

- Q&A sessions provided further input and a new train of thought for the next iteration of the CEER Vision Paper.



What was so different about the profile of the participants and why does that matter?

The 200 participants were not the “usual” Brussels-based conference goers. 37 national consumer body representatives (from 20 Member States) joined regulators from 17 countries, EU officials and others to try to build a vision for energy customers.

“Making this customer event interactive, fun and inclusive, regulators have trialed a novel and innovative approach to stakeholder engagement. Better awareness of and engagement by national consumer bodies in our customer work will be invaluable in the process of building a 2020 vision for energy customers.”

Una Shortall, conference organiser



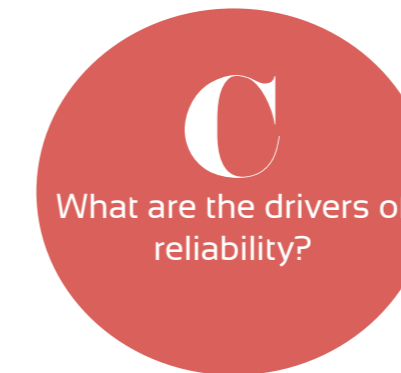
Breakout sessions on the 4 themes of CEER’s discussion paper “2020 vision for Europe’s energy customers”



Affordability



Knowing your rights: tools for protection and empowerment



What are the drivers of reliability?



Finding simplicity amongst the diversity of competition

“CEER seems to care for customer needs.”

Thomas Hutterlocher,
Ministry of Rural Affairs & Consumer Protection, Germany

Next steps in building a 2020 vision for energy customers?

1 The CEER customer event (21 June) was the first step in engaging consumer bodies in the process to build a 2020 vision for energy customers.

2 Input from the breakout sessions and from the Q&As, and comments to the discussion paper are now being collated and reviewed by CEER.

Deadline for comments 16 July 2012, by e-mail to energycustomers@ceer.eu

3 Watch out (on www.energy-regulators.eu) for further feedback (during the course of the Summer) on how the conference debate on the 4 identified themes will guide the overarching 2020 Vision for Energy Customers.

4 A more developed CEER Vision Paper and action plan, will be presented at the 2012 Citizens’ Energy Forum in November 2012.

www.energy-regulators.eu

COUNCIL OF EUROPEAN ENERGY REGULATORS
(CEER)

Rue le Titien 28
1000 Brussels

www.energy-regulators.eu

brussels@ceer.eu



" Let me thank CEER and Lord Mogg for bringing together so many stakeholders to discuss a key element to the success of the electricity market reform - the consumer."
 G. Oettinger, EU Commissioner for Energy



" Interesting and practical tips/best practices "
 Jacques Glorieuy, Inter-regies & CEDEC



" This event is the confirmation that cooperation and exchange of views/experiences is enriching. "

Carina Toernblom, DG SANCO

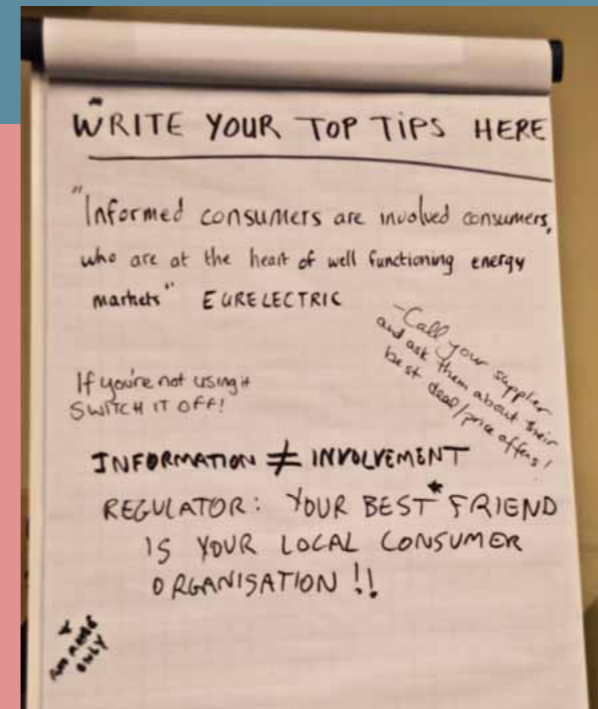


EVENT
 21/6/12
 CEER CUSTOMER



" Animated discussion with different stakeholders. Good opportunity to network and to hear different perspectives from the norm. "

Lara Blake, DG ENER



" The breakout sessions were a new and interesting practice for me. People in the team I participated in cooperated efficiently and produced a satisfactory result. "

Ieremias Vassilis, EKPIZO, Customer Organisation, Greece

" I was able to compare and contrast the experience of consumer organisations across Europe. " Richard Williams, Consumer Council, UK