CEER

Council of European Energy Regulators

Delivering the 2020 Customer Vision
From advocacy to action

Patricia de Suzzoni, CEER Customers & Retail Markets WG Chair
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Fostering energy markets, empowering **consumers**.

CEER-BEUC 2020 Vision for Europe's Energy Customers

BEUC The European Consumer Organisation

CEER Council of European Energy Regulators

RASP Principles

16 + 1 New (AIB) = 17 Supporters

A step by step approach

CEER launches the initiative

Forum endorses BEUC-CEER Vision

CEER presents action plan

& first testimonials by supporters

Monitoring the 2020 Vision implementation

CEER presents work achieved, new proposals & new testimonials

Bridge paper conclusion

Report on actions by Supporters

Implement and monitoring

CEER 1st Customer conference June 2012	**Citizens' Energy Forum November 2012**	**CEER 2nd Customers conference June 2013**	**Citizens ' Energy Forum December 2013**	**CEER 3rd Customers conference June 2014**	**Citizens' Energy Forum October 2014**	**On-going 2014 - 2020**

Delivering the 2020 Vision – Implementation by supporters

2014 consultation on the implementation of the RASP principles:
Replies from most supporters (CEDEC, Cooperatives Europe, EDSO for Smart Grids, ENTSO-E, ESMIG, Eurelectric, Euro Coop, Eurogas, GEODE, IGU, NEON)

Shared key points:

- The RASP principles confirmed as cornerstone of the retail market
- Customer issues have become increasingly important in recent years and becoming a discussion topic for all
- New initiatives (smart meters, demand response, energy efficiency) can only be successful if customers are appropriately empowered and trust the overall system and if competition is in place
- It is in the interest of companies to establish better communication channels with customers to get a better insight into what customers want/need

R= Reliability A= Affordability S= Simplicity P= Protection E = Empowerment

Delivering the 2020 Vision – 2013/2014 Implementation by CEER

Public consultations for CEER advice:

- Green Electricity Offers **R+S**
- Quality of Distribution Services for Customers **R**
- Customer Data Management **R+S+P+E**
- Consumer Organisations in the Regulatory Process – **NEW/Just released!!! P+E**

Status reviews in EU and other CEER countries:

- Regulatory aspects of Smart Metering **R+E**
- Customer access to information on Energy Costs, Sources and Energy Efficiency schemes **A+S**

ACER/CEER Market Monitoring Report

- Retail market & consumer rights chapters 2011 and 2012 **P+E**

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Delivering the 2020 Vision – 2014/2015 Implementation by CEER
NEW issues subject to consultation

Retail market competition:

- Position Paper on Retail Market Competition **R+A+S+P+E**
- Benchmarking report on (how to remove) barriers to entry in EU retail energy markets **A+E**
- Benchmarking Report on (how to remove) commercial barriers to supplier switching in retail energy markets **A+P+E**

Monitoring:

- Customer billing information - Benchmarking report on the implementation of article 10 of the Energy Efficiency Directive **S+E**
- Status review on the implementation of CEER GGP on Price Comparison Tools **S+E**

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Thank you for your attention!

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