

## CEER Public Hearing on Draft Advice on Customer Data Management for Better Retail Market Functioning – Electricity and Gas

22 September 2014, from 10:30 to 16.00 hours

CEER premises: [Cours Saint-Michel 30a, 5th Floor, Brussels](#)

### Agenda (3)

#### 10:00 – 10:30 Registration and coffee

#### 10.30 – 11.05 Welcome and introduction

Opening remarks, objectives of the Hearing, organisation of the day

Ms Patricia de Suzzoni, Chair of CEER Customers & Retail Markets Working Group

Keynote presentation

Mr Manuel Sánchez Jiménez, European Commission, DG ENER

#### 11.05 – 12.15 Session 1: Privacy and Security (*Draft recommendations 1-2*)

Presentation of responses received to the public consultation

Ms Katarina Abrahamsson, Member of CEER Retail Market Functioning Task Force

Open discussion following statement from Mr Peter Silverhjärta, GEODE, Ms Rosita Zilli, Euro Coop and Mr Olivier Chatillon, Eurelectric (CEER/BEUC 2020 Customer Vision supporters)

Moderator: Ms Gunilla Eng Åbrandt, Chair of the Retail Market Functioning Task Force

Rapporteur: Mr Jeroen Cordeweners, Member of CEER Retail Market Functioning Task Force

Summary of discussion

#### 12.15 – 12.50 Lunch break

#### 12.50 – 14.45 Session 2: Transparency (*Draft recommendations 3-10*)

Presentation of responses received to the public consultation

Mr Jeroen Cordeweners, Member of CEER Retail Market Functioning Task Force

Open discussion following statement from Mr Roel Kaljee, Eurelectric and Mr Robert Denda, EDSO (CEER/BEUC 2020 Customer Vision supporters)

Moderator: Ms Gunilla Eng Åbrandt, Chair of the CEER Retail Market Functioning Task Force

Summary of discussion

Rapporteur: Ms Gloria Marmol, Member of CEER Retail Market Functioning Task Force

#### 15 minutes Coffee break

#### 15.00 – 16.15 Session 3: Accuracy, Accessibility and Non-Discrimination (*Draft recommendations 11-14*)

Presentation of responses received to the public consultation

Ms Gloria Marmol, Member of CEER Retail Market Functioning Task Force

Open discussion following statement from Ms Silvia Wild, CEDEC, and Ms Eva Hennig, Eurogas (CEER/BEUC 2020 Customer Vision supporters)

Moderator: Ms Gunilla Eng Åbrandt, Chair of the CEER Retail Market Functioning Task Force

Rapporteur: Ms Katarina Abrahamsson, Member of CEER Retail Market Functioning Task Force

Summary of discussion

#### 16:15 – 16:30 Closing remarks and next steps

Closing remarks

Ms Patricia de Suzzoni, Chair of CEER Customers & Retail Markets Working Group

#### 16:30 Closing of the hearing