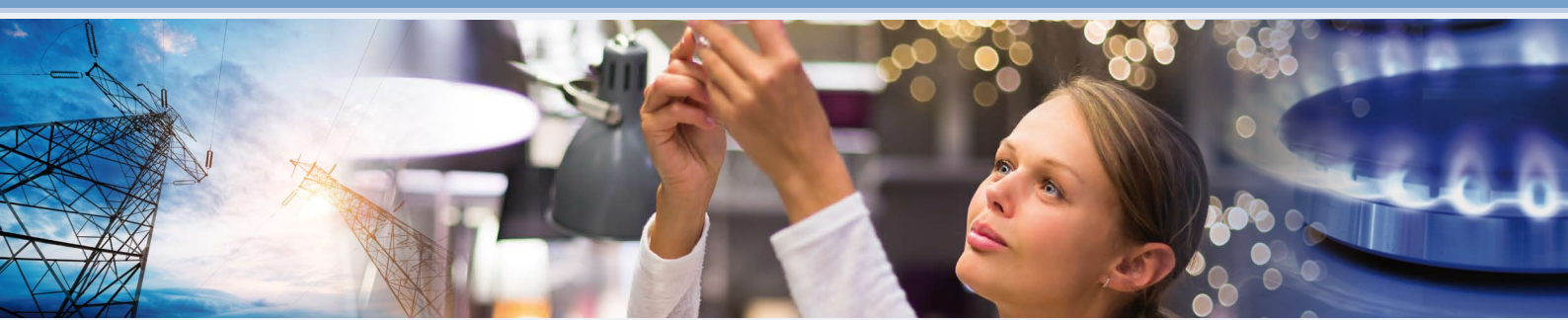
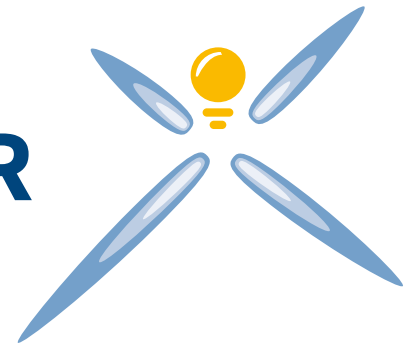


# Fostering energy markets, empowering consumers



**CEER**



## What is CEER?

→ The Council of European Energy Regulators is the voice of Europe's national energy regulatory authorities

→ Its members and observers are the independent statutory bodies responsible for energy regulation at national level

**CEER** champions the development of competitive energy markets in the public interest, through sound and independent regulation.

## Why does CEER champion competitive energy markets?

So that customers can ultimately benefit from competitive pressure on prices, better quality services and greater choice.

## What do national energy regulatory authorities (NRAs) do?

NRAs play an important role in:

- overseeing monopoly networks and market developments
- promoting competitive wholesale and retail markets
- scrutinising the network companies' costs and investments
- providing a sound and predictable regulatory policy that encourages investment
- enforcing consumer rights





## What contribution does CEER make to Europe's energy markets?

- CEER develops and shares best practice energy regulation, supporting NRAs in their daily work.
  - CEER promotes an investment-friendly and harmonised regulatory environment, and consistent application of existing EU legislation.
  - CEER's technical advice and fact-based reports often input directly to the work of the European Commission and subsequent EU legislative proposals on issues such as consumer rights, retail markets and renewables.
- CEER's input in shaping future energy markets is important because **energy plays a pivotal role in the growth, competitiveness and sustainability of Europe's economy.**



## What are CEER's current work priorities?

- consumers and retail markets
- the role of the distribution system operator
- new legislative/policy developments such as flexibility and smart grids
- international cooperation

## CEER works to empower consumers

CEER is at the forefront of efforts to empower customers to participate effectively in energy markets.

- CEER is driving efforts to ensure that the **R**eliability, **A**ffordability, **S**implicity and **P**rotection & Empowerment (4 RASP) Principles of our 2020 Energy Customer Vision underpin Europe's Internal Energy Market
- Consumer empowerment and building trust in the markets is central to all our work, whether it is monitoring and enabling markets; developing advice and recommendations; our efforts to make it easier for consumers to compare offers or switch suppliers; or our work on facilitating smart grids and demand-side management



## ..... Making an impact globally

The international dimension of CEER's work is of growing importance. This is reflected in CEER's own membership which extends beyond the borders of the EU-28 Member States.

Through CEER, Europe's national regulators speak with one voice globally.



CEER maintains close relations with other regional associations of regulators through bilateral regulatory roundtables and through CEER's active involvement in the International Confederation of Energy Regulators (ICER).

## Want to know more?

For reports and much more, visit our website [www.ceer.eu](http://www.ceer.eu)

1. The dedicated energy customer section seeks to make energy easy (infographics, games and jargon-free Citizen Q&A memos).
2. Visit our interactive map of Europe for links to your national energy points of contact. Check out our calendar of event and of CEER public consultations.
3. Subscribe online (it's free) and receive our free monthly newsletter.



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