

Customers' priorities for CEER Work Programme 2014

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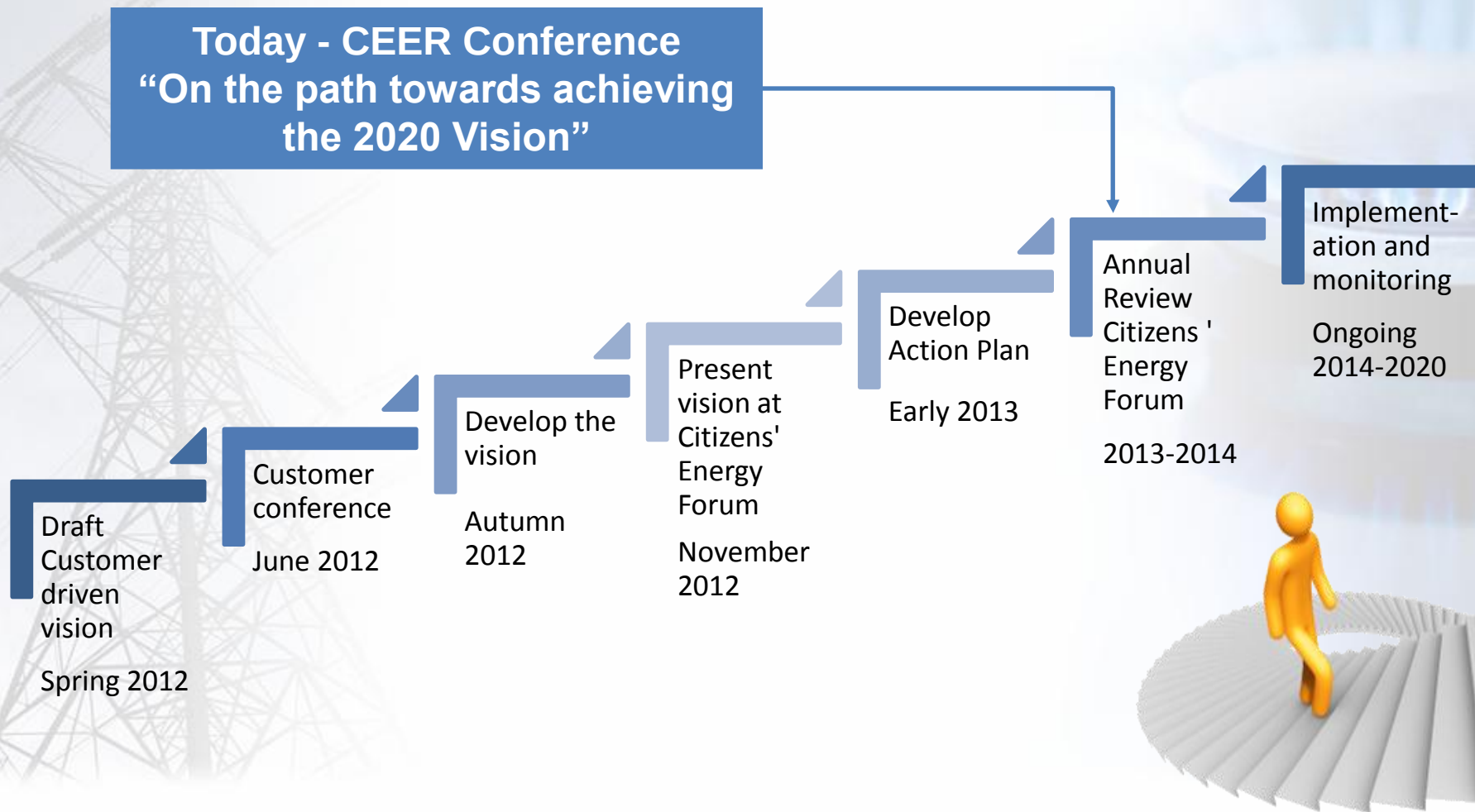
“On the path towards achieving the 2020 Vision” CEER Conference – Brussels, 19 June 2013

A step-by-step approach

- June 2012: CEER presented a **draft 2020 Vision for Europe's Energy Customers**
- November: 5th Citizens' Energy Forum (London)
- June 2013: **On the path towards achieving the Vision**
- December: 6th Citizens' Energy Forum (London)
- 2014-2020 **Implementation and monitoring...**



A step-by-step approach



What happened since last year?

The Vision and the supporters:

- In November 2012 the Vision became a **joint CEER-BEUC statement** supported by 10 European and international organisations from:
 - Alternative Dispute Resolution bodies
 - Industry
- The Vision supporters are joining efforts to implement the vision, (e.g. **testimonials**)

What happened since last year?

Vision supported by more stakeholders

As of June 2013, **5** new supporters have joined

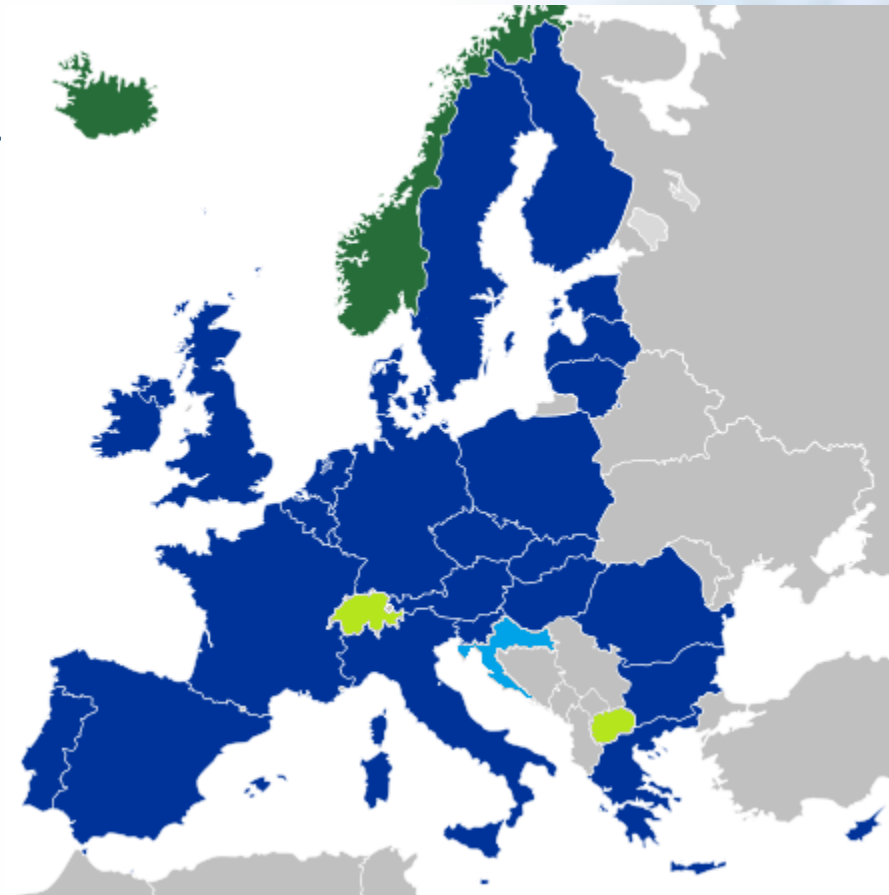
- IGU
- ANEC
- Coops Europe
- UEAPME
- CECODHAS



What happened since last year?

The Vision and CEER:

- With the accession of Croatia in July 2013, CEER will have one additional member: 28 EU+4 non EU NRAs
- In November 2012, we announced a 3-year work plan in line with the EC Communication on the Internal Energy Market



Work packages delivered at the 2012 London Forum

- Status review of **customer empowerment and protection provisions** of recent EU legislation
- Benchmarking report on **meter data management**



- On our website: **Infographics, factsheets & interactive games** on energy markets and consumer rights

On our website...



On our website...



All publications on website



- Affordability, contracts prices, tariffs
- Bills
- Complaint handling and ADR
- Consumer rights, customer protection and empowerment, public service obligation
- Distribution
- Market monitoring
- Quality of service, reliability
- Smart meters, smart grids and Demand Response
- Supplier switching
- Vulnerable customers

Work to be released soon

Status review of regulatory aspects of smart metering in gas and electricity



Work packages in preparation

- Advice on:
 - **data management** for better retail market functioning
 - **Green** electricity offers
- Status Review of:
 - The **involvement of consumer organisations** in the regulatory process
 - **Customer access** to the cost and sources of energy and efficiency schemes



What are your priorities for us?

The 3 kinds of deliverables:

- Reporting and monitoring
- Benchmarking
- Advice

Draft CEER work programme 2014

Reporting

- 2020 Vision for Europe's Energy Customers: Report on the **implementation by supporting stakeholders**

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Monitoring

- Consumer protection and empowerment (Break-out session A): ACER-CEER market monitoring report
- Status Review of the implementation of 2012 GGP on electricity and gas retail market design with a focus on billing and supplier switching (Break-out session B)

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Benchmarking

- Demand Response and energy efficiency services: Benchmarking report/case studies

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Advice

- Advice on how to **involve and engage customer** representatives in the regulatory process (Break-out session C)
- Advice on **green electricity offers**

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Advice

- Advice from a consumer/prosumer perspective on regulating the **quality of services of the distribution system operators** (Break-out session D)
- **Data management**: Advice for better retail market functioning (Break-out session D)

Questions?

CEER draft Work Programme 2014

available on www.energy-regulators.eu

21 June: Deadline to participate in online consultation