

# **Customers' priorities for CEER Work Programme 2014**

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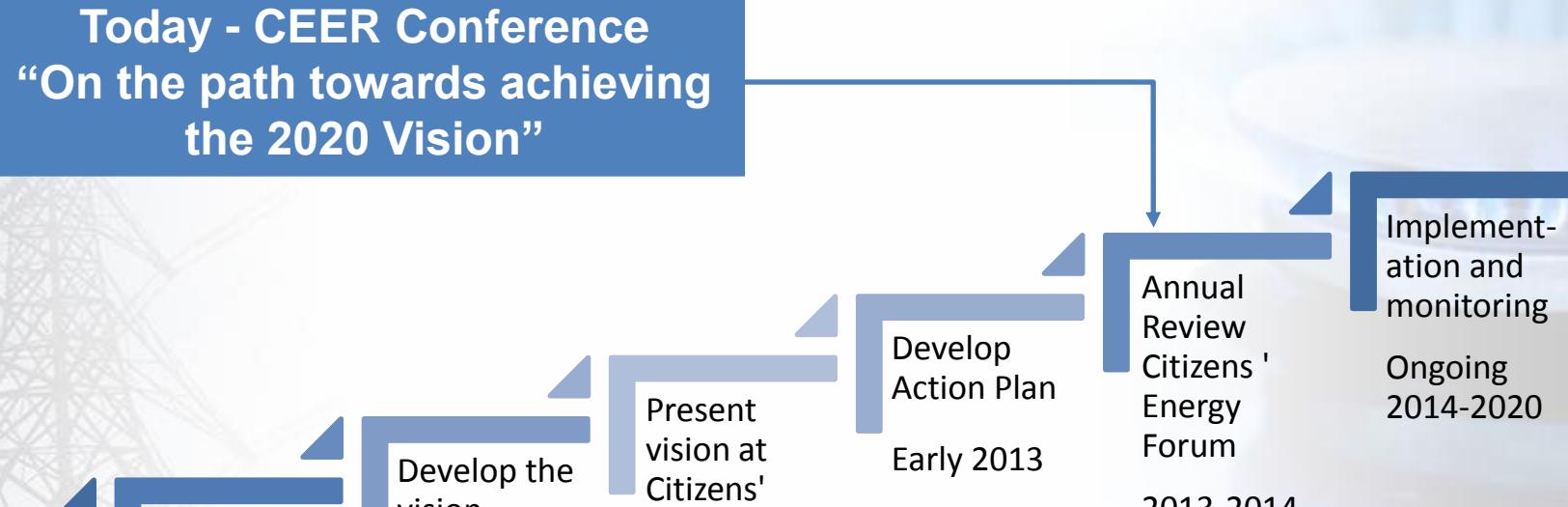
“On the path towards achieving the 2020 Vision” CEER Conference –  
Brussels, 19 June 2013

# A step-by-step approach

- June 2012: CEER presented a **draft 2020 Vision for Europe's Energy Customers**
- November: **5<sup>th</sup> Citizens' Energy Forum (London)**
- June 2013: **On the path towards achieving the Vision**
- December: **6<sup>th</sup> 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

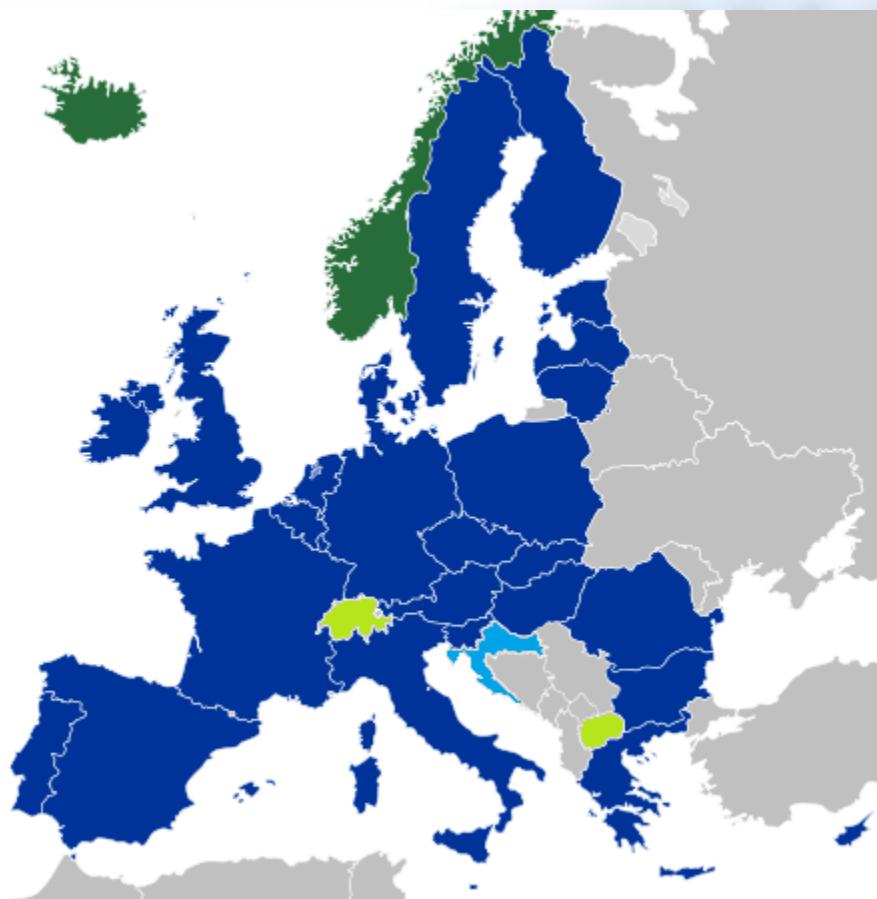
- IGU
- ANEC
- Coops Europe
- UEAPME
- CECODHAS



# What happened since last year?

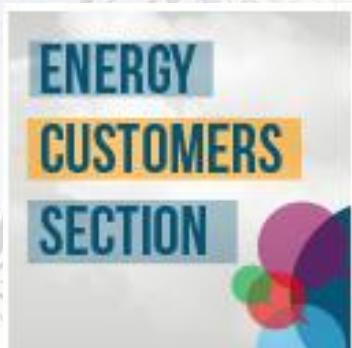
## The Vision and CEER:

- 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...

**HOW ENERGY WORKS**  
After electricity generation from...  
About National Regulators

**EU ENERGY POLICY**  
What is EU doing for the energy market?  
How old energy policies were to the past

**PAST**

**FACTS & FIGURES**

**SMART NETWORKS!**

**1990s LIBERALISATION**  
Starting in the 1990s, the European Union has liberalised the energy markets in the EU Member States.

**2009 3rd PACKAGE**  
The Directive on energy efficiency is adopted. It aims at saving 20% of EU's energy consumption by 2020.

**2014 INTEGRATION**  
Directive on the internal energy market is adopted. It creates a single market for energy in Europe.

**2050**

**ENERGY MARKET ACTORS**  
More than 20 energy market actors  
Who are energy market actors?

**CUSTOMER**  
In many parts purchasing energy from several suppliers is possible.

**NETWORKS**  
Transport and distribute gas or electricity

**Supply**  
Electricity is produced by different sources such as coal, oil, natural gas, nuclear power, hydroelectric power, wind power, solar power, biomass, etc.

**Distribution**  
Electricity is distributed through a network of power lines and substations.

**4**

**5**

187,542 km of gas transmission pipelines in EU  
500 million consumers  
260,958 TWh/year  
345,901 TWh/year

**My energy rights**

Need more info?  
Ask your national point of contact

**1. Universal service**  
**2. Customer information requirements**  
**3. Supplier switching**  
**4. Complaint handling and out-of-court dispute settlement**  
**5. Protection of vulnerable customers**  
**6. Fair commercial practices and general consumer rights**

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# On our website...

## Factsheet: how energy works



There are four key steps involved in getting electricity:

- generation/production – power stations produce an energy resource. Gas is produced underground, including under the ocean.
- transmission – high voltage power

## Factsheet: customer rights

Introduction | Your energy rights | Monitoring



### Introduction

A range of European legislation addresses the rights of energy consumers, placing a responsibility on national governments and energy regulatory authorities to protect and empower energy consumers. These are implemented into national legislation (and may complement other national measures). The 2009 3rd Package of EU energy legislation laws reinforced energy consumers' rights and the responsibility of

# 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

# Draft CEER work programme 2014

## 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)

# Draft CEER work programme 2014

## Benchmarking

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

# Draft CEER work programme 2014

## Advice

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

# Draft CEER work programme 2014

## 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](http://www.energy-regulators.eu)

**21 June:** Deadline to participate in online consultation