

Final Programme

13.00 - 13.30 Registration

13.30 – 13.45 Opening Remarks on empowering consumers and the Partnership for the Enforcement of European Rights (PEER) **Mr Garrett Blaney**
CEER President

13.45 - 14.00 ACER-CEER Market Monitoring Report – facts and findings on consumer protection, enforcement and retail markets **Mr Florian Pichler**
CEER Customers and Retail Markets Working Group

Session 1 Billing and Switching **Ms Patricia de Suzzoni**
Chair of CEER Customers and Retail Markets Working Group

14.00 - 15.30 - **How to solve the No. 1 energy complaint - Billing**
- **How to make Supplier Switching fast and easy**
(Panel discussion and interactions from the floor)

- Ms Monika DeVolder, BEUC
- Mr Roberto Zangrandi, EDSO for Smart Grids
- Ms Frederique Coffre, French Energy Ombudsman
- Ms Monica Immovilli, EURELECTRIC

15.30 - 15.50 Coffee

Session 2 Active Customers - Prosumers, Communities and Dynamic Prices **Mr Martin Salamon**
Chief Economist
Danish Consumer Council

15.50 - 16.05 Prosumer Report – Findings and Recommendations **Mr Georgios Kiriazis**
Directorate for Consumers,
DG JUST, European Commission

16.05 - 17.20 **Panel discussion on Active Customers**
(in the form of short Q&As with panel members)

Are consumers sufficiently empowered and protected in the Clean Energy proposals and what more needs to be done? **Mr Thomas Bobinger**
Federation of German Consumer Organisations (vzbv), Germany

How can the Clean Energy proposals be best shaped to help social housing projects /vulnerable customers benefit from the Internal Energy Market? **Mr Eero Ailio**
DG ENER, European Commission

Should the Clean Energy laws mandate dynamic prices? Lessons from the Nordic experience. **Ms Eva Lendic**
Umeå Energi, Sweden

How should regulation be designed so that everyone pays their fair share of network and system costs? **Mr Andy Burgess**
CEER Distribution Systems Working Group

17.20 - 17.30 Concluding Remarks **Mr Roberto Malaman**
CEER Customers and Retail Markets Working Group