



Driving forward a new deal for energy consumers

The Council of European Energy Regulators (CEER) is working to empower consumers to engage in and benefit from the best deal that competitive energy markets can offer.



What is CEER?

The Council of European Energy Regulators (CEER) is the voice of Europe's national energy regulatory authorities (NRAs). NRAs oversee the efficient functioning of energy markets that work in the public interest.

Why does CEER champion consumer interests?

So that consumers across Europe can benefit from energy regulation and market liberalisation, through competitive pressure on prices, better-quality and innovative services and greater choice.

CEER's work

Consumer protection, empowerment and trust in energy markets is central to all our work, whether it is:

- **monitoring** and **improving** retail market functioning and consumer rights
- **facilitating** a more active participation by consumers in energy markets
- **strengthening** the enforcement of EU consumer rights through our Partnership for the Enforcement of European Rights (**PEER**) initiative of cross-authority, cross-sector regulatory collaboration at EU level
- **advancing** our 2020 Vision for Europe's Energy Customers
- **enabling** the transformation of energy markets given digitisation and the development of technologies such as smart meters, the internet of things



CEER is working to ensure consumers benefit from Europe's energy market – here's how

WELL-FUNCTIONING RETAIL MARKETS

CEER is committed to promoting competitive and well-functioning retail energy markets with empowered consumers.

CEER is working to improve consumer experiences including on:

- clearer and understandable billing
- customer information
- comparison tools, with updates on best practices
- faster and easier supplier switching
- how their customer meter data is managed so as to increase customer engagement
- ensuring technological changes benefit consumers

CEER is working on a range of retail market issues including:

- competitive retail markets where consumers have a choice of suppliers and services on offer
- good practices on customer-driven smart technology development
- retail energy market design issues such as responding to rapid changes in technology, increasing use of storage, distributed generation and other developments

MARKET MONITORING

Monitoring markets and compliance with laws and recommendations is an important element of regulators' work at national and EU level.

CEER is working to ensure retail energy markets work in the consumer interest by:

- developing metrics that NRAs can use for monitoring and improving markets at a national level
- undertaking extensive market monitoring (including jointly with ACER) at EU level
- monitoring to ensure that EU energy consumer rights (such as complaint handling, customer information and rights protecting vulnerable customers) are effective and enforced

DISTRIBUTION SYSTEM OPERATORS (DSOs)

Distributions System Operators (DSOs), as natural monopolies, must act as neutral market facilitators of competitive markets and there must be a level playing field between market actors.

CEER is working on a range of distribution network issues including:

- a framework and regulatory toolbox for the evolving role of DSOs
- flexibility from a distribution network management/development perspective
- benchmarking the quality of electricity and gas supply
- cyber security issues
- distribution tariffs
- ensuring that local energy communities (LECs) acting as DSOs are regulated as a DSO and have the same responsibilities on service delivery and consumer rights

PROSUMERS AND LOCAL ENERGY COMMUNITIES

CEER welcomes consumers engaging in energy markets individually as active small-scale energy producers or flexibility service providers, or collectively as local energy communities.

At the same time CEER is working to ensure that consumer rights with respect to local/renewable energy communities are protected, including by:

- providing a strong consumer rights voice, so that these new structures and roles in the energy sector develop and are regulated fairly and appropriately
- examining the broader effects of local energy communities on flexibility in distribution and electricity networks (including distributed generation)

PEER – strengthening the enforcement of EU consumer rights



Partnership for the
Enforcement of
European Rights (PEER)

CEER has led the Partnership for the Enforcement of European Rights (PEER), an initiative to improve the enforcement of European consumers' rights through enhanced inter-authority cooperation at EU level.

Through PEER, energy regulators seek to collaborate with regulators from other sectors, data protection authorities, ombudsmen and consumer bodies to strengthen the enforcement of EU consumer rights.

2020 Vision for Europe's Energy Customers

CEER has developed with BEUC (the European Consumer Organisation) a 2020 vision of a European energy sector that puts customers first. This vision is based on the following principles: Reliability, Affordability, Simplicity and Protection & empowerment (the RASP principles).

CEER works on behalf of consumers to ensure that these RASP principles underpin Europe's energy market.



Want to know more?

For reports and much more, visit our website www.ceer.eu

1. The dedicated energy customer section seeks to make energy easy (infographics, jargon-free Citizen Q&A memos, etc.)
2. Check out our calendar of events and of CEER public consultations.
3. Subscribe online (it's free) and receive our monthly newsletter.

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