
PRESS RELEASE

CEER Conference focuses on energy consumers as EU prepares to implement new legislation

Brussels, 11 April 2024 – Today, energy stakeholders from across Europe convene in Brussels and online for the CEER Customer Conference. Held under the theme “From Aspiration to Implementation: Delivering an Energy System Fit For All Consumers”, this year’s conference underscores the importance of consumers as European States prepare to implement new and updated legislative frameworks.

For the 2024 edition, CEER¹ joins forces with the European Economic and Social Committee (ESSC²). The event brings together policymakers, energy regulators, consumer organisations and industry associations to explore the latest legislative packages and examine their effective application at national level.

Welcoming participants, CEER President Annegret Groebel said “European energy regulators have a crucial role to play in ensuring that the new laws will benefit consumers when implemented nationally. As set out in the core principles of the CEER-BEUC 2030 Vision for Energy Consumers³, we must ensure that no one is left behind as our society and economy transition towards a decarbonised and sustainable future.” Furthermore, she underlined that the CEER 2022-2025 Strategy on *Empowering consumers for the energy transition*⁴ “rightly, places the consumer at the centre of energy policy, as it is crucial that they play an active role in the energy transition.” The importance of active consumers in contributing to a flexible energy system is emphasised in the new acts.

In her keynote speech, Baiba Miltoviča, President of the Section for Transport, Energy, Infrastructure and the Information Society (TEN) of the EESC stated “Energy is a service of general interest, so we must guarantee both an environmentally friendly, affordable and reliable supply of energy and the right to energy. We should champion collective energy self-consumption initiatives, which are pivotal for a people-centric energy transition and the battle against energy poverty. Aligning renewable energy development with grid enhancement, driven by public interest and engagement, is essential for a truly impactful green transition.”

The conference begins with a focus on effective consumer protection and ensuring social safeguards are in place for vulnerable households. Speakers then delve into the barriers to active consumer participation and explore innovative incentives for consumer engagement, such as energy sharing initiatives. In the final session, participants discuss measures to help European cities and regions transition out of natural gas, examining case studies that exemplify local or regional efforts in decarbonising households.

The Customer Conference serves as CEER’s flagship annual event, convening European regulators, consumer organisations and energy stakeholders to collectively reflect on fostering consumer-centric energy markets and promoting engagement in the energy transition.

Ends – See notes to editors

Notes to Editors:

1. The Council of European Energy Regulators (CEER) is the voice of Europe's national energy regulators. Its Members and Observers are the independent statutory bodies responsible for energy regulation in 39 European countries. CEER, based in Brussels, deals with a broad range of energy issues including, retail markets and consumers, distribution networks, smart grids, flexibility, sustainability and international cooperation. Further information on the CEER website www.ceer.eu.
2. The European Economic and Social Committee represents the various economic and social components of organised civil society. It is an institutional consultative body established by the 1957 Treaty of Rome. Its consultative role enables its members, and hence the organisations they represent, to participate in the EU decision-making process. For the well-being of European citizens and businesses the development of a sustainable energy system and effective services of general interest are essential. The Section for Transport, Energy, Infrastructure and the Information Society (TEN) covers all these issues. Follow our page to stay updated with our activities and events. For further information, visit www.eesc.europa.eu/en.
3. The [CEER-BEUC 2030 Vision for Energy Consumers: Let's ASPIRE!](#) envisions a future where effective policies and frameworks ensure that consumer rights are promoted and protected, whilst delivering on sustainability and climate neutrality objectives. It is based on a set of six principles – Affordability, Simplicity, Protection, Inclusiveness, Reliability and Empowerment – that are timeless, universal, and driven by the deep transformation of our society and economy towards a decarbonised and sustainable future.
4. In the [CEER 2022-2025 Strategy](#), European energy regulators put forth their commitment to empowering consumers to participate in the energy transition, to thereby promote it and to enable energy system integration as a major building block to achieve the overarching targets of decarbonisation, climate neutrality, sustainability and efficiency. The six core areas leading CEER's work are: Energy system integration; Sustainable and efficient infrastructure; Consumer-centric design; Decentralised and local energy; Well-functioning markets; and Flexibility.

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