

Consumer Focus 2026

Fostering Consumer Engagement: Transparency, Trust and Information

Wednesday, 20th May 2026, 14:00 – 17:30 CEST

Venue - Council of European Energy Regulators

Cours Saint-Michel 30a,
1040 Brussels
Belgium

This year's CEER "Consumer Focus" event, in collaboration with DG ENER, will bring together regulators, policymakers and stakeholders to explore how energy markets can better support and empower consumers across Europe by providing them with the tools needed to make informed decisions.

The discussions will be structured around promoting efficient retail markets and protecting consumers in a climate of crisis with improved access to information, strengthening trust through effective consumer protection, and enhancing transparency and comparability in retail energy markets.

The three sessions of the event will cover:

1. Overview of the current geopolitical situation and challenges for energy consumers. Current context of the retail market, consumer rights and regulatory efforts to improve market function and awareness. European experiences in the retail market and consumer protection governance.
2. Enhancing consumer trust by providing information on how to protect their rights regarding unfair commercial practices. Presentation of existing and effective use of enforcement powers by NRAs and other competent authorities.
3. Presentation of the main challenges consumers encounter when comparing energy offers, along with ways to equip them with the right tools to address these challenges.

15:30– 16:10

Session II: Interview – Trust: *Distance Selling*

Case study presentation and discussion on the issue of distance selling.

Moderator: Raphael Hanoteaux,
Deputy Secretary General, **CEER**

Speakers:

*Javier Rincón on Distance Selling experience in Spain, **CNMC***

*Lucila de Almeida, Professor, Florence School of Regulation (**FSR**)*

16:10 – 17:10

Session III: Panel Discussion – Transparency: *Towards Improved Comparability of Energy Contracts*

Ways to enhance transparency and comparability of energy contracts.

Moderator: Bram Claeys, Secretary General, **CEER**

Speakers:

*Helena Almeida, Co-Chair CEER Customer Empowerment and Protection WS, **ERSE***

*Marie Claerbout, EU Affairs, **ENGIE***

*Marine Cornelis, Energy Policy Advisor and founder of Next Energy Consumer, **Next Energy Consumer***

17:10 – 17:20

Closing Remarks

Natalie McCoy/Karen Trant, Customer and Retail Market Working Group Co-Chairs, **CEER**

17:30 – 18:30

Networking Drinks