

CEER Webinar on Consumer Protection Issues Report 2026

22nd October 2026, from 13:00 to 14:00 CET

Online *(with recording enabled)*

This webinar will present the findings of CEER's new report on "*Consumer Protection Issues*", which focuses on five key areas of consumer protection in European retail energy markets: bill design, complaint handling, supplier switching, early contract termination fees and unfair commercial practices in distance selling. The report presents real-life experiences from NRAs across the EU, Great Britain and Norway, identifies major challenges and investigates ways of improving outcomes for consumers.

The session will showcase reflections on how to strengthen consumer confidence, transparency and competition in European energy retail markets.

Opening Remarks and Keynote Speech (5 mins)

Highlighting the regulator's work over the past years and the importance of their role in ensuring consumer protection within increasingly evolving energy markets.

- **Natalie McCoy**, Chair of the Customer and Retail Markets Working Group, **CEER**

Presentation of the CEER Consumer Protection report (15 mins)

This section will provide an overview of the report's key findings and recommendations, covering:

- bill design;
- complaint handling;
- switching processes and procedures;
- early contract termination fees; and
- unfair commercial practices in distance selling.

- **Florian Pichler**, Lead drafter, **CEER**

Stakeholder reactions (20 mins)

Experts and policymakers will respond to the report's findings and share their perspectives on the regulatory and consumer challenges of consumer protection issues.

- Massimo Serpieri (Policy Officer), **DG ENER**

Reflections on the Citizens Energy Package and connections to the topics of the report.

- Frederico Oliveira da Silva (Head of Energy), **BEUC**

Consumer association perspective on topics of the report.

Q&A and Closing remarks: Cinzia Mauro (WG Coordinator), **CEER Secretariat**