

## AGENDA

*Day 1 - Monday 27 October 2008*

**14.00-14.30: Registration and coffee**

**14.30-15.00: Introductory remarks**

*Commissioner Piebalgs  
ERGEG chairman Lord Mogg*

**15.00-15.45: Putting the consumer in the driving seat**

*Follow-up of May 6 conference, presentation by the Commission on the 'Consumer Checklist', overview of results and Commission report on progress by Member States. Eurelectric presentation on making retail markets work for consumers.*

**15.45-16.30: Report on the transposition of Annex A of the Electricity and Gas internal market directives**

*ERGEG presentation on the main results of their report– review of transposition and implementation. Response by consumer protection bodies followed by general discussion.*

*16.30-17.00: Coffee break*

**17.00-17.20: Results of the probe by OFGEM on the functioning of the GB retail market**

**17.20-17.50: Vulnerable consumers**

*European legislation obliges Member States to protect vulnerable consumers. Presentation on fuel poverty project by the Executive Agency for Competitiveness and Innovation, presentation by consumer representatives, followed by general discussion.*

**17.50-18.20: Concluding remarks from Day 1**

*Day 2 - Tuesday 28 October 2008*

**8.30-9.15: Smart metering and its benefits for consumers**

*How to spread the benefits of new technologies to all market participants, including the consumers? Overview from European Commission, national energy regulators, BEUC and industry, followed by general discussion.*

**9.15-10.00: Billing**

*Presentation by industry representatives on industry voluntary practices in billing – industry (Eurogas) and BEUC's perspectives followed by general discussion.*

*10.00–10:30: Coffee break*

**10.30-11.20: Facilitating entry of the new suppliers into the market - information for market participants**

*DSOs as market facilitators in the form of information hubs, presentation by Eurelectric-distribution followed by general discussion.*

**11.20-12.15: Switching**

*Best practice proposition on supplier switching process and obstacles to supplier switching in the electricity & gas retail market - presentation by ERGEG. Discussion on indicators definition for supplier switching.*

**12.15-12.45: Point for information: The demand side - Consumer Behaviour in the housing sector**

*Presentation by CECHODAS on the importance of behavioural change in saving energy*

*12.45-14.45: Lunch*

**14.45-15.30 Discussion on the conclusions of the Forum**

**15.30-15.50: Commissioner Kuneva closure speech**