

Agenda of the Second Citizen's Energy Forum
Marriott Hotel, Grosvenor Square, London, W1K6JP

Day 1 - Tuesday 29 September 2009

Chaired by H. Hilbrecht, Director DG TREN C

14.00-14.30: Registration and coffee

14.30-15.00: Introductory remarks

Commissioner Piebalgs

Commissioner Kuneva

Lord Mogg, ERGEG chairman

15.00-16.00: Competitive retail markets that benefit consumers

New legislative measures to protect consumer rights and promote competition in the retail market, European Commission

Definition of vulnerable customers, ERGEG

Paving the way for the retail market, Eurelectric's view on reference retail model

Discussion

16.00-16.25: Coffee break

16.25-17.00: Billing

Presentation of Sub-Group recommendations for best practice on billing

Best practice in billing, EUROGAS

Discussion

17.00-17.40 Voluntary and public measures for complaint handling

Draft recommendation of ERGEG on customer complaint handling

On behalf of Customer, Customer Ombudsman Institution in Vattenfall Poland

BEUC comments on the key features of an independent ombudsman

Discussion

17.40-18.00: Concluding remarks from Day 1

Day 2 - Wednesday 30 September 2009

9.00-10.30: Smart Metering

Guidance note on implementation of new legislative measures, European Commission

ERGEG report on status review on its report on smart metering

Smart Meter Rollout in a Member State, Industry perspective

Smart Meter Rollout in a Member State, Regulatory perspective

Voluntary agreement on Smart Meters' interoperability

Discussion

10.30-11.15: The role of regulators and the Third Package; market investigations

Update on OFGEM retail market probe and remedies

Consumer protection in the Italian Energy Market

Discussion

11.15 – 11:40 Coffee break

11.40-12.40 DSO as market facilitator

ERGEG guidance for good practice on functional and informational unbundling for DSOs

Results of questionnaire on the implementation of DSO unbundling at national level and the DSO as an informational hub

DSO as market facilitator

Discussion

12.40-14.50: Lunch

14.50-15.20: Energy efficiency

Implementation and progress on Energy Services Directive and Energy Efficiency in Buildings Directive, European Commission

Discussion

15.20-15.50 How well does the retail electricity market function for consumers?

Retail electricity study as follow up to the second Consumer Markets Scoreboard, European Commission

Discussion

15.50-16.40: Conclusions