

Contributing to a 2020 Vision for Europe's energy customers

CEER 3-year rolling action plan

Patricia de Suzzoni,
Chair of CEER Customers and Retail Markets Working Group

Citizens' Energy Forum, London,
13-14 November 2012

What is our Vision?



- A sector that
 - puts **smaller customers** first
 - engages with and understands the **diverse needs of customers**
 - delivers **services** that meet those needs
 - anticipates **future needs**
 - takes steps to **protect** the interests of **future customers**;
 - that uses **resources efficiently**, and
 - offers all customers **a fair deal**.

4 principles



Vision endorsed by many stakeholders

BEUC/CEER joint statement endorsed by:

- ADR bodies
- Industry
- Retailers
- DSOs



How can CEER contribute?

- Engaging with **policy makers** to ensure that the **customer impacts** are considered
- Improving our own effectiveness in how we
 - **engage** with customer organisations
 - **analyse** and **understand** customer impacts
- Identifying and sharing **best practice**
- Ensuring that issues are identified early, analysed objectively and evidence is **clearly communicated**
- Analysing specific issues relating to how the energy sector operates and developing **advice** and **guidance**

Work packages delivered at the London Forum

- Status review of **customer empowerment and protection provisions** of recent EU legislation
- Benchmarking report on **meter data management**



- A clearer, better **website**

New work packages

- A clearer, better **website**...
- **Advice** on
 - **data management** for better retail market functioning
 - **Green** electricity offers
- Status Review of
 - The **involvement of consumer organisations** in the regulatory process
 - The regulation on **smart metering**
 - **Customer access to** the cost and sources of energy and efficiency schemes



How we plan to operate

We are proposing to make a number of changes to how we operate and engage with customers, industry and other players

- Setting future work
- New forms of communication
- New approaches to engagement
- Capacity building
- Using available information better



Thank you for your attention!

www.energy-regulators.eu