

Draft Citizens' Energy Forum Agenda

London, 16-17 December 2013

Day 1

11.30-12.30 Registration

12.30-13.00 Opening Speeches

Neven Mimica, Consumer Policy Commissioner
Lord Mogg, CEER President

13.00-13.30 Consumer Association Testimonials

Helen Parker, Which?, UK
Paulo Fonseca, DECO, Portugal
Andrzej Bucko, Polish Consumer Federation National Council

13.30-15.00 High-level Panel Discussion: Is the IEM Working for Consumers?

Chair: Klaus-Dieter Borchardt, Director, DG ENER

Panellists

Žygimantas Vaičiūnas, Ministry of Energy, Lithuania
Alberto Pototschnig, ACER
Patricia de Suzzoni, CEER
Monique Goyens, BEUC
Margot Loudon, Eurogas
Marco Margheri, EURELECTRIC

15.00-15.30 Coffee Break

15.30-16.30 From Protection to Empowerment of Consumers

Chair: Despina Spanou, Director, DG SANCO

Presentation of vulnerable consumer working group report (*Lara Blake, DG ENER*)
Presentation of e-billing and consumer management of personal energy data working group report (*Kyriakos Gialoglou, DG SANCO*)
Presentation of ACER/CEER annual monitoring report 2012 (*Christina Veigl-Guthann, CEER*)

16.30-18.15 Breakout Session 1 - Active Consumers

1.1 Consumer engagement: is it possible? How?

Panel Chair: Carina Törnblom, DG SANCO

Rapporteur: Monika Stajnarova, BEUC

Presentation: Richard Bates, Consumer Futures, UK

Testimonial: David Miguel Ortega, Organización de Consumidores y Usuarios, Spain

Panellists

Gema Rico Rivas, CEER

Petter Sandoy, EURELECTRIC

Gert De Block, CEDEC

1.2 How can demand response successfully empower consumers?

Panel Chair: Xian He, European University Institute (Florence School of Regulation)

Rapporteur: Manuel Sanchez Jimenez, DG ENER

Presentation: Ulrik Stridbaek, EURELECTRIC

Testimonial: Martin Salamon, Danish Consumer Council

Panellists

Julien Janes, CRE, France

René Lüddecke, EWE, Germany

1.3 How can data and privacy be protected in smart grids?

Panel Chair: Laurent Beslay, JRC

Rapporteur: Valérie Lorgé, DG ENER

Presentation: Howard Porter, ESMIG

Testimonial: Michiel Karskens, Consumentenbond, The Netherlands

Panellists

Simon Hill, Opower

Giuseppe D'Acquisto, Italian Data Protection Authority

18.20-19.45 Reception with Guest Speaker

David Harker CBE, Non-Executive Member of the Gas and Electricity Markets Authority

Day 2

09.00-10.30 Involving Consumers in the 2020 Vision

Panel Chair: Richard Adams, EESC Member

Testimonials: Agnes Mathis, Cooperatives Europe
Jessica Strömbäck, Smart Energy Demand Coalition (SEDC)
Peter Lipman, Transition Network
Philip Pearson, Trades Union Congress, UK

Interventions

Lord Mogg, Ofgem
Monique Goyens, BEUC

10.30-11.00 Coffee Break

11.00-12.45 Breakout Session 2 - Effective Governance

2.1 Collaborative enforcement

Panel Chair: Kyriakos Gialoglou, DG SANCO
Rapporteur: Lewis Shand-Smith, Ombudsman Services, UK
Presentation: Dirk van Evercooren, CEER
Testimonial: Baiba Miltoviča, Latvian National Association for Consumer Protection, Latvia

Panellists

Maria Reiffenstein, Federal Ministry of Labour, Social Affairs and Consumer Protection, Austria
Viive Savel, Estonian Ministry of Economic Affairs and Communications

2.2 Energy efficiency to alleviate energy poverty

Panel Chair: Stéphane Mialot, French Energy Ombudsman
Rapporteur: Krzysztof Gierulski, DG ENER
Presentation: Florian Pichler, E-Control, Austria
Testimonial: Pierre Jean Coulon, EESC

Panellists

Kate Masri, Ofgem, UK
Roel Kaljee, EURELECTRIC
Isabelle Buscke, VZBV, Germany

2.3 How do DSOs add value for consumers in evolving retail markets?

Panel Chair: Gunilla Eng Abrandt, CEER

Rapporteur: Eero Ailio, DG ENER

Presentation: Alejandro Alonso Suárez, CEER

Testimonial: Per-Olof Granström, EDSO for Smart Grids

Panellists

Eva Hennig, Eurogas

Jonas Persson, GEODE

Andrew Burgess, CEER

12.45-13.45 Lunch

13.45-14.45 Reports from Breakout Sessions 1 and 2

Chair: Despina Spanou, Director, DG SANCO

14.45-16.15 2013 Conclusions

Chair: Klaus-Dieter Borchardt, Director, DG ENER