

## **Draft agenda of the Second Citizen's Energy Forum**

*Marriott Hotel, Grosvenor Square, London, W1K6JP*

**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: Consumer Issues – recent legislative developments**

- *New legislative measures to protect consumer rights and promote competition in the retail market, presentation by the Commission.*
- *Definition of vulnerable customers (ERGEG)*
- *Paving the way for the retail market, Eurelectric's view on reference retail model*
- *Discussion*

*16.00-16.15: Coffee break*

**16.15-16.50: Billing**

- *Presentation of Sub-Group recommendations for best practice on billing (sub-group led by DG SANCO)*
- *Examples of best practice (EUROGAS)*
- *Discussion*

**16.50-17.30 Voluntary and public measures for complaint handling**

- *Draft recommendation of ERGEG on customer complaint handling*
- *Presentation [given by industry, TBC]*
- *BEUC comments on the key features of an independent ombudsman*
- *Discussion*

**30 September 2009**

Chaired by H. Hilbrecht, Director DG TREN C

**9.00-10.30: Smart Metering [and Smart Grids]**

- *Guidance note on implementation of new legislative measures (DG TREN)*
- *ERGEG report on status review on its report on smart metering.*
- *Smart Meter Rollout in a Member State: Industry perspective (ERDF)*
- *Smart Meter Rollout in a Member State: Regulatory perspective (SWE regulator)*
- *Discussion*

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

- *Update on OFGEM probe including presentation of remedies*
- *Consumer Protection in the Italian Energy Market, presentation by Italian Competition Authority*
- *Discussion*

*11.15 – 11:30 Coffee break*

**11.30-12.30 DSO as market facilitator**

- *ERGEG guidance for good practice on functional and informational unbundling for DSOs; results of questionnaire*
- *Eurelectric results of questionnaire on the implementation of DSO unbundling at national level and the DSO as an informational hub.*
- *Discussion*

*12.30-14.45: Lunch*

**14.45-15.30: Implementation of the Energy Services Directive**

- *Implementation and progress on Energy Services Directive and Energy efficiency in buildings Directive*
- *Discussion*

**15.30-16.05 How well does the retail electricity market function for consumers?**

- *Retail electricity study as follow up to the second Consumer Markets Scoreboard*

**16.05-17.00: Concluding remarks of the Forum**