

**Business Design Center
52 Upper Street
London N1 0QH**

**3rd CITIZENS' ENERGY FORUM
- Retail Forum -**

**21 – 22 October 2010
London**

I. AGENDA

Day 1 - Thursday 21 October 2010

14.00-14.30: Registration and coffee

14.30-15.00: Introductory remarks

Video address Commissioner Oettinger

Video address Commissioner Dalli

Lord Mogg, ERGEG chairman

15.00-16.20 Complaint handling

15.00-15.10 *Consumer experience with complaint handling, (European Consumer Consultative Group)*

15.10-15.25 *Results of ERGEG public consultation & stakeholder conference*

15.25-15.35 *New regulations setting standards for handling customer complaints (OFGEM)*

15.35-15.45 *Complaint handling classification methodology, European Commission*

15.45-15.55 *Mechanisms of complaint handling (European Energy Ombudsman Group)*

15.55-16.20 *Discussion*

16.20-16.45: *Coffee break*

16.45-17.50 Billing

16.45-17.00 *Implementation of EC Good Practice Guidance for billing, ERGEG status review*

17.00-17.15 *Consumer experience with billing recommendation implementation, Consumer Focus and Which?*

17.15-17.30 *Billing recommendations: bringing consumer benefits through industry best practices, Eurelectric*

17.30-17.50 *Discussion*

17.50-18.15: Concluding remarks from Day 1

Day 2 - Friday 22 October 2010

9.00-10.30: Smart Metering

- 09.00-09.15 *Smart metering mandate & update of the work done by the Smart Grid Task Force, European Commission*
- 09.15-09.35 *ERGEG follow-up on regulatory aspects of Smart Metering*
- 09.35-09.45 *Consumer acceptance of smart meters and grids, VZBV*

- 09.45-09.55 *Smart meters rollout, Goteborg case (GEODE)*
- 09.55-10.05 *Cost-benefit of smart metering in gas, EUROGAS*
- 10.05-10.30 *Discussion*

10.30 – 11:00 Coffee break

11.00-12.10 Competitive retail markets that benefit consumers (part 1)

- 11.00-11.20 *Results of ERGEG public consultation on retail market monitoring indicators, as a new task for NRAs*
- 11.20-11.30 *Update on Informal Energy Council discussions - "An Energy Policy for the Consumers", European Commission*
- 11.30-11.45 *Examples of competition for the benefit of consumers (EUROGAS)*
- 11.45-12.10 *Discussion*

12.10-14.20: Lunch

14.20-15.20 Competitive retail markets that benefit consumers (part 2)

- 14.20-14.35 *Common Nordic end user market (NordREG)*
- 14.35-14.50 *Working group report on retail market model(s)*
- 14.50-15.00 *Retail electricity study as follow up to the second Consumer Markets Scoreboard, European Commission*
- 15.00-15.20 *Discussion*

15.20-16.10: Conclusions