



Fostering energy markets, empowering **consumers**.

CEER 2022 Work Programme

Ref: C21-WPDC-36-04

14 January 2022

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1. Introduction

1.1. What is CEER?

The Council of European Energy Regulators (CEER) is the European association of energy national regulatory authorities (NRAs). CEER supports the important work of NRAs to foster a sound European regulatory framework. CEER does this by developing good practices in energy regulation and sharing experience including through training, workshops and international collaboration with other regulatory bodies within and outside of Europe. CEER champions the development of competitive and innovative markets in the public interest through robust, independent regulation. For more information about CEER and our work, please visit our website www.ceer.eu.

1.2. CEER as a valued partner

CEER (as a voluntary association) has the freedom to develop bold, forward-looking European visions and solutions in the public interest. The experiences shared and nourished within CEER help inform the policy cycle and ultimately help Europe's energy NRAs and the EU Agency for the Cooperation of Energy Regulators (ACER) in working on behalf of the energy consumer.

CEER cooperates closely with ACER and our respective work complements and strengthens one another's roles. ACER has a legislative mandate and responsibilities related to the cross-border regulatory framework for the effective operation of Europe's Internal Energy Market (IEM). CEER's scope of activities and its membership consist of the regulators from the EU Member States, two European Free Trade Association (EFTA) Member States in the European Economic Area (EEA) and the United Kingdom (Great Britain). CEER also has nine European NRAs as Observers. CEER is on the frontline of delivering the IEM in important areas which extend beyond ACER's mandate, and in respect of implementing and enforcing EU-wide rules at national level.

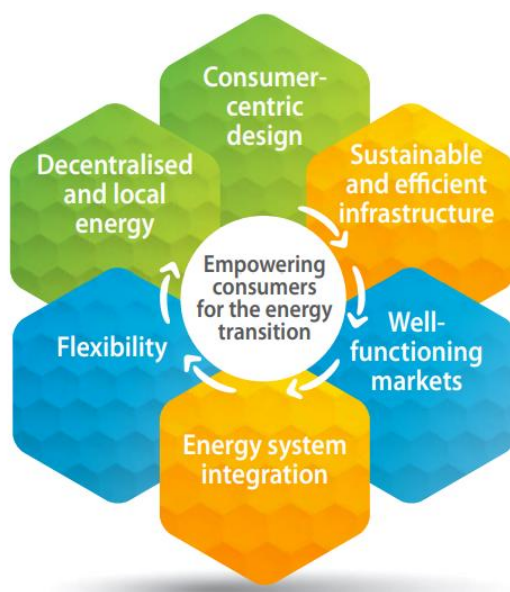
CEER will continue to be active in supporting the European institutions to further develop and implement measures to enhance the IEM. We anticipate that the CEER Work Programme for 2022 will need to be adapted to take account of these expected developments. The changes will bring considerable benefits from a consumer, environmental and economic perspective.

2. CEER’s “Empowering Consumers for the Energy Transition” (2022 - 2025)

Each year, CEER publicly consults on its Work Programme for the year ahead. CEER thanks the respondents who provided their valuable views to accomplish work items in 2022. All items are related to areas of CEER’s “[Empowering Consumers for the Energy Transition](#)” strategy, which goes into effect this year (2022). CEER provides its views on the stakeholders’ comments in the [Evaluation of Responses](#) document which is published together with this Work Programme.

The *regulatory dimensions* of CEER’s “Empowering consumers for the energy transition” Strategy for the period 2022-2025 are **energy system integration, consumer-centric dynamic regulation and well-functioning markets**.

Drawing on these three regulatory dimensions, CEER presents its multi-dimensional **Energy Transition Strategy**. To make the principles more concrete and implementable, each of the three regulatory dimensions consists of two core areas, resulting in a total of six core areas, as presented in the figure below. The colour-coded hexagons illustrate the three interrelated dimensions, each split into two aspects, and represent regulators’ ambition to work using a holistic view.



The CEER Strategy ensures that by following proven regulatory principles regulators adapt and apply best regulatory practices consistently across Europe contributing to more-integrated markets for the benefit of all European citizens.

2.1. Energy system integration

CEER is strongly committed to contributing to the debate on the most appropriate solutions to promote decarbonisation while delivering sustainable, secure and affordable energy for all European consumers. The European Green Deal¹ has set a series of ambitious targets and has led us to push forward an integrated vision of the energy system to support this path towards decarbonisation. Indeed, decarbonisation will require a greater interaction between sectors (e.g. gas and electricity, and also heating/cooling and transport and industry) to

¹ https://ec.europa.eu/info/strategy/priorities-2019-2024/european-green-deal_en

identify low-carbon processes at least cost.

CEER has identified two core areas for this work:

- Energy system integration, in terms of concrete and practical policies and actions; and
- Sustainable and efficient infrastructure, considering its specificities and the challenges in promoting its effective integration.

2.2. Consumer-centric dynamic regulation

The transformation of European energy markets to tackle climate change will require profound changes to our economy. It will significantly influence the way we use and interact with energy in our everyday life, such as to heat and cool our homes, cook our food and fuel our cars, and the way in which we engage with energy markets.

Empowered and protected energy consumers, as well as well-functioning retail markets that bring benefits to consumers, have been a major priority for CEER for many years. The green transition will create new opportunities and challenges for Europe's energy consumers and will therefore remain a very important policy area for CEER in the years to come.

Realising the multi-dimensional and interwoven nature of the many issues that lie ahead for the energy system and for consumers, CEER has grouped consumer issues under two core areas:

- Consumer-centric design; and
- Decentralised and local energy.

2.3. Well-functioning markets

Sustainable consumption and production is a fundamental objective and decentralised (or distributed) energy will have a key role to play in achieving this ambition. Making the energy system on all levels more flexible to cope with an increasing share of intermittent renewable generation requires a market-based approach, i.e. setting the regulatory framework in such a way that it enables markets to work properly and competition, thus ensuring efficient price signals are sent to suppliers and users alike.

CEER has identified two core areas for this work:

- Well-functioning markets, recalling the main principles of markets open to competition; and
- Flexibility, looking at the distribution level in particular.

3. CEER work areas in 2022

This CEER 2022 Work Programme (WP) comprises 25 work items, which consists of seven activities (such as webinars, workshops or conferences) and 18 deliverables (reports). The work items are derived from the Energy Transition Strategy outlined above.

The CEER Energy Transition Strategy is in line with European Green Deal in an integrated way by 2050 commitments and the majority of the proposed items demonstrate this through their relevance to our Strategy.

As the association of European energy regulators, CEER will continue to assist NRAs in enhancing their capability to fulfil their individual responsibilities to implement a competitive, sustainable and secure energy market in Europe. There will be reports, status reviews, workshops, events and training courses dedicated to regulatory issues. We will continue to promote competitive retail markets. This is the way forward to a competitive, sustainable and secure energy market in Europe.

In these critical times, CEER WP 2022 has been built in accordance to the new Energy Transition Strategy as well as reflecting the experience of the recent pandemic with its massive changes in all areas of life. The CEER WP 2022 also recognises the ongoing developments fundamentally impacting the energy system. European energy regulators realise the resulting challenges of such development for regulation and want to be part of the solution; therefore, the CEER WP 2022 is built accordingly.

Furthermore, from a cross-sectoral perspective, CEER will consider how the regulatory framework should evolve dynamically to keep pace with changes driven by Covid-19 and all other changes impacting energy system. The pandemic situation since the beginning of 2020, not only had a tremendous impact on our lives but has also directly influenced the energy sector, requiring particular measures from the NRAs.

CEER will monitor developments in cybersecurity.

Consumers and retail markets will be an ongoing priority in 2022 (and beyond). This is why a large part of our 2022 Work Programme is dedicated to consumer protection and empowerment and to well-functioning and competitive retail markets, with an emphasis on enabling consumers to engage more effectively in energy markets and energy regulation issues. In particular, we will promote efforts to embed across all energy policy discussions the Let's ASPIRE principles in the CEER-BEUC 2030 Vision for Consumers², translating these into concrete actions that help to deliver affordability, simplicity, protection, inclusiveness, reliability and empowerment. Our indicators for the Market Monitoring will take into account insights from our work on Bundled Products³ and the CEER Roadmap to 2025 for Well-Functioning Retail Energy Markets⁴.

Following our established practice, CEER, will hold our dedicated Customer Conference this year as well.

CEER will continue its international relations with regulators across Europe and globally to exchange experiences and to respond to the growing interaction between the European internal energy market and its neighbouring markets. CEER has an active cooperation agreement with the Energy Community Regulatory Board (ECRB) and the Association of Mediterranean Energy

² [“CEER-BEUC 2030 Vision for Energy Consumers: LET'S ASPIRE!”](#), 13 October 2020.

³ [“CEER Guide on Bundled Products”](#), C19-PEER-07-06, 6 November 2019.

⁴ The newest version will be published [here](#).

Regulators (MEDREG). CEER is also an active member of the International Confederation of Energy Regulators (ICER) and participates on developing the 2023 World Forum of Energy Regulation (WFER). CEER is an implementing partner of [EU4Energy](#) and does projects sponsored by the European Bank for Reconstruction and Development (EBRD) and externally funded projects with a group of African NRAs.

3.1. Energy system integration

CEER's gas and electricity sectors work will be in large part related to decarbonisation, and with the understanding that both sectors will, more than ever, work in an integrated way.

CEER also acknowledges that offshore renewables need to be integrated efficiently in the existing market designs – possibly with some modifications or tailored rules for the area. Wrong design choices may have a significant impact on the existing markets; therefore, this work should carefully analyse the proposals from the European Commission's Offshore Strategy⁵ and its implementation.

Additionally, CEER will investigate gas infrastructure repurposing costs and planning with a literature review and will gather current practices and expectations at national level.

Following the past two editions of CEER reports on power losses, a third one will be prepared during 2022. Reducing power losses contributes to greater energy efficiency and security of supply and is an important goal, not least because the costs of power losses are often passed on to consumers.

Also, based on previous work, CEER will present a report that aims to present an updated overview of the key design elements of RES tendering procedures applied in most European countries.

With the rapid growth of electric vehicles across Europe, CEER sees that insights and guidance should be prepared to help the NRAs' rulemaking and implementation of the regulatory framework (e.g. networks and consumer rights). Therefore, CEER will prepare a report to explore considerations that arise with the emergence of business models for electric vehicles, from the consumer perspective as well as the infrastructure planning and management perspective.

CEER will respond to new legislative initiatives and other developments such as the new Hydrogen and Decarbonised Gas Market legislative package⁶, including regulatory aspects relating to the future role of low-carbon gases and sector coupling.

3.2. Consumer-centric dynamic regulation

CEER will cooperate with ACER to deliver a comprehensive monitoring report on the development of Europe's wholesale and retail markets in electricity and natural gas. This joint ACER-CEER monitoring report is an established annual activity and a key reference work for the European Commission, EU agencies and other policymakers.

⁵ "An EU Strategy to harness the potential of offshore renewable energy for a climate neutral future", COM(2020) 741 final, 11 November 2020.

⁶ https://ec.europa.eu/commission/presscorner/detail/en/ip_21_6682

In a context of decarbonisation and increased awareness of sustainable and renewable energy consumption, new Guidelines of Good Practice will provide recommendations on promoting trustworthy information and communication of green offers.

In order to raise awareness and foster mutual understanding of and sensitivity to the issues consumers face, a workshop series on consumer engagement with and access to markets is planned.

To present comparable data on Renewable Support Schemes in Europe (e.g. by technology and support type), the biennial RES Status Review will be presented.

3.3. Well-functioning markets

Decentralised renewable electricity generation in distribution systems is vital in achieving sustainable electricity and climate targets set at the European Union and Member State level. Therefore, a short paper on how Member States determine new connections and use 'flexible' connections will be prepared.

CEER will prepare a report to inform NRAs on their new functions and on the new obligations of regulated operators according to the Cybersecurity Network Code (from the Clean Energy Package), which will define functions and obligations for electricity market stakeholders in order to prevent and mitigate cyber incidents in electrical system.

CEER believes that regulating European LNG terminals in a harmonised way is crucial to well-functioning markets. Therefore, CEER will seek a common position of European NRAs on the regulation of LNG terminals in the context of the Hydrogen and Gas Market Decarbonisation Package.

In 2022, CEER will continue the TSO Cost Efficiency Benchmark (TCB21) project that periodically measures European TSOs' cost efficiency.

Finally, CEER will continue to deliver a general overview about the implemented national energy regulatory regimes, the efficiency developments and analyses the overall determination of capital costs, by publishing its annual Regulatory Frameworks Report.

4. CEER Work Programme 2022 – Results

Sector	Title	Description/output	Strategic regulatory dimension	Expected start time	Expected end time	Deliverable /Activity
Customers & Retail Markets	Guidelines of Good Practice (GGPs) on trustworthy green offers	In a context of decarbonisation and increased awareness of sustainable and renewable energy consumption, the GGPs will provide recommendations on promoting trustworthy information and communication of green offers.	Consumer-centric dynamic regulation; Well-functioning markets	Q1 2022	Q4 2022	D
Customers & Retail Markets	Workshop series on consumer engagement with and access to markets	CEER will hold a series of workshops linked to the issue of consumer engagement and access to markets. The debates will seek to identify opportunities and challenges for consumer engagement and ease of access to markets in the context of the energy transition and market changes (e.g. billing, green offers, new business models, etc.).	Consumer-centric dynamic regulation; Well-functioning markets	Q1 2022	Q2 2022	A
Customers & Retail Markets	ACER/CEER annual market monitoring report on consumer empowerment and retail markets	This volume of the annual ACER/CEER Market Monitoring Report will monitor consumer empowerment and retail markets developments across Europe. CEER will cooperate with ACER to deliver a comprehensive monitoring report to the European Parliament, investigating progress on the national implementation of European legislation on consumer protection and empowerment and consumer experience in European energy markets. The report will include deep insights into retail market developments, incl. prices, price regulations and market structures, and standing and new consumer issues such as energy poverty and active energy consumption. The primary data source for CEER inputs are CEER's national indicators and respective NRA surveys. Beyond presenting the key results of our assessment of the functioning of the Internal Energy Market (IEM) in 2021, the MMR also contains recommendations on how to address the remaining identified barriers to the completion of the IEM.	Consumer-centric dynamic regulation; Well-functioning markets	Q4 2021	Q4 2022	D

Customers & Retail Markets	Self-Assessment Status Report 2022 for the Roadmap to 2025 Well-Functioning Retail Energy Markets	<p>This fourth Status Report continues to implement the framework developed by CEER in its 2018 "Roadmap to well-functioning retail energy markets in Europe". This status report describes the national work of creating "competitive, reliable and innovative retail energy markets that benefit consumers by 2025". The process of self-assessment can be described as a journey that starts with data collecting, continues with a self-assessment together with a gap analysis, which can lead to national recommendations and monitoring of the implementation of those recommendations.</p> <p>CEER's Roadmap to well-functioning retail energy markets in Europe is part of CEER's pledge to realise the core principles in the CEER-BEUC 2030 Vision and the objectives set out in the ACER's Bridge to 2025: Conclusions Paper. Also, CEER's views on putting consumers at the heart of the market complement well the areas for action and further improvement identified by the European Commission's "New Deal for Energy Consumers" and, subsequently, in the new electricity market design legislation.</p>	Consumer-centric dynamic regulation; Well-functioning markets	Q1 2022	Q4 2022	D
Customers & Retail Markets	Review of the metrics in CEER's 2017 Handbook for National Energy Regulators in the light of the CEP implementation	CEER acknowledges the fact that the 2017 Handbook for National Energy Regulators and its metrics are dynamic by nature since legislation evolves as well as national circumstances. This means that CEER will look into reviewing the metrics periodically and propose update or change metrics and/or definitions when necessary. In particular, CEER will verify whether the metrics have to be adjusted or complemented with additional metrics taking into account that most of the acts under the Clean Energy for All Europeans Package (CEP) will have entered into force by 1 January 2021.	Consumer-centric dynamic regulation; Well-functioning markets	Ongoing	Q4 2022	D
Electricity	Biennial RES Status Review of Renewable Support Schemes in Europe	This document will cover data for 2020 and 2021 and will form the latest update to the regular biennial CEER Status Review of Renewable Energy Support Schemes in Europe. These documents collect comparable data on RES support in Europe (e.g. by technology and support type).	Energy system integration; Consumer-centric dynamic regulation	Q2 2022	Q4 2022	D
Electricity	3rd CEER Report on Tendering Procedures for RES in Europe	This CEER report focuses on renewable energy (RES) tendering procedures as it is one of the significant changes introduced in the area of RES support in the EU. Tendering procedures are instruments to determine the financial level of support for electricity sourced by RES. Following the Clean Energy Package, Member States are urged to opt for such market-based mechanisms. This report aims to present an updated overview of the key design elements of RES tendering procedures applied in most European countries.	Energy system integration;	Q1 2022	Q2 2022	D
Electricity	EC Offshore Strategy – Follow strategy implementation steps	The European Commission will follow up on the Offshore Renewable Energy Strategy published in 2020. This will affect a number of areas in relation to the electricity market design. With this deliverable, CEER's Future Policy Work Stream will continue to follow the overall process and coordinate regulatory input where needed.	Well-functioning markets; Energy system integration	Q1 2022	Q4 2022	A
Electricity	Electricity input for the Hydrogen and Gas Market Decarbonisation Package	The European Commission published its proposed Hydrogen and Decarbonised Gas Market legislative package at the end of 2021. Regulators will follow the process actively and provide input on several dimensions to the European Commission, Member States, and Parliament.	Energy System Integration; Well-functioning markets	Q1 2022	Q3 2022	A

Gas	Accompanying the Hydrogen and Gas Market Decarbonisation Package along the legislative process	CEER will accompany the legislative process of the Hydrogen and Gas Market Decarbonisation Package and will react jointly to proposals presented by the European institutions. During this process, a number of different work items will be implemented flexibly, depending on the legislative developments. Such flexible work items could include drafting position papers, or organising CEER discussions, webinars or workshops.	Energy System Integration; Well-functioning markets	Ongoing	2023	D
Gas	Gas Infrastructure Repurposing: Costs and Planning	Decarbonisation should lead to reducing gas demand and developing hydrogen infrastructure. Adapting gas infrastructure to hydrogen is an important aspect of this dynamic. The paper will investigate the repurposing options and costs with a literature review and will gather current practices and expectations at national level. The planning of these developments will also be addressed.	Energy System Integration	Q1 2022	Q3 2022	D
Gas	Stakeholder Workshop on long-term energy storage	This stakeholder workshop will seek to discuss the CEER recommendations emerging from its work on long-term energy storage. The aim is to receive feedback from infrastructure operators and market players on the need for regulation and have an orientation discussion. A conclusions paper will be prepared.	Energy System Integration; Well-functioning markets	Q1 2022	Q1 2022	A
Gas	The role of LNG in the new energy market	Within the context of the Hydrogen and Gas Market Decarbonisation Package and depending on the final outcomes for LNG terminals, CEER will study how to implement the new rules for regulated LNG terminals in a harmonised way across Europe and/or develop guidelines for their implementation. One of the subjects for the report could be the end of certain exemptions for several LNG terminals in Europe. In this context, CEER may develop a common position of European NRAs on the future regulatory regime for these infrastructures and how to ensure a true level playing field within the European LNG market.	Well-functioning markets	Q1 2022	Q4 2022	D
Electricity & Gas	Regulatory Frameworks Report 2022	<p>The Regulatory Frameworks Report (RFR) is an annual report which delivers a general overview about the implemented national energy regulatory regimes, efficiency developments and analyses of the overall determination of capital costs. This report was previously named as the Investment Conditions Report. The report has been very popular with many stakeholders as it provides a clear overview of the national regulatory regimes for the energy sector. Market participants and other stakeholders use the RFR to identify the regulatory regime in certain countries. TSOs/DSOs can benchmark how other countries deal with the financial issues they face, which are reflected in the regulatory frameworks. NRAs tend to use the RFR to compare their own regulatory regimes to those in other countries. It can therefore be considered as a hugely informative CEER report. The 2022 report will be the 11th edition of the report.</p> <p>The RFR is a report relevant for CEER in general and is one of the most-downloaded CEER publications.</p>	All	Q1 2022	Q4 2022	D

Electricity & Gas	TSO Cost-efficiency Benchmark (TCB21)	<p>TCB is the periodic measuring of TSO cost efficiency by CEER. TCB21 will be the sixth edition for electricity and the third for gas, following up on the TCB18. The TCB programme is important to ensure tariffs that are based on efficient cost as stipulated by European law.</p> <p>The TSO Cost Efficiency Benchmark is a CEER deliverable that periodically measures the TSO cost efficiency. Such a benchmark is to ensure that tariffs are based on efficient cost as stipulated by European law, which is an important mandate of regulators. The benchmark helps to identify which TSOs are working efficiently, and which could be improved. The deliverable will make use of a consultancy to do the research and prepare the final reports. The research will likely again include several workshops for the participating NRAs and TSOs.</p> <p>The TSO Cost Efficiency Benchmarks are relevant for CEER in general. Benchmarking of the costs of TSOs helps to ensure that tariffs are based on efficient cost as stipulated by European law, which is an important mandate of regulators. The benchmark helps to identify which TSOs are working efficiently, and which could be improved.</p>	All	Ongoing	2023	D
Distribution Systems	3rd CEER Report on Power Losses	<p>Reducing power losses contributes to greater energy efficiency and security of supply and is an important goal, not least because the costs of power losses are often passed on to consumers. The 2nd edition of the CEER Report on Power Losses was published in early 2020. As a preparation for working on the next edition, the Distribution Systems Working Group's Energy Quality of Supply Work Stream started the preliminary work in 2021 with a publication of the report planned for 2022. This report will again provide a detailed overview of power losses (transmission and distribution) in electrical grids – the levels of losses, how they are defined, calculated and valued across as many European countries as possible (the 2nd report included 35 countries). With this report, NRAs and other relevant stakeholders can identify some good practices and may decide to adapt their legislation. Since decarbonisation is of greater importance now and in the future, it is obvious that knowledge about the amount and structure of losses as well as possibilities to reduce them is essential. The past two editions began to analyse these aspects and will examine them closer in future editions. This work item will include a questionnaire for NRAs.</p>	Energy system integration; Consumer-centric dynamic regulation	Q2 2022	2023	D
Distribution Systems	Short paper on how Member States determine new connections and use 'flexible' connections	<p>In several Member States (MS), DSOs are faced with the challenge of realising an increasing number of new connections for decentralised (mostly renewable) electricity generation to a distribution network that is already constrained. In order to facilitate the injection of as much generated electricity as possible several MS have adopted an approach that is based on 'flexible' connections, also known as interruptible or non-firm connections. However, the approach adopted differs across MS and raises the question whether there are valuable lessons to be learnt on the EU level. These lessons can be identified in a short paper on this topic by addressing questions like:</p> <ul style="list-style-type: none"> - How do DSOs deal with the challenge of realising new connections and how do they prioritise between them? - What kind of flexibility conditions are being used for new connections? - How have MS governments and NRAs responded to this issue thus far? - How could current approaches be further improved? 	Well-functioning markets; Consumer-centric dynamic regulation	Q1 2022	Q4 2022	D

Distribution Systems	Review of data shared by DSOs	This work will build on the workshop held at the start of 2021, which discussed the importance of data to the system, both to enable coordination across the whole system and also to facilitate the growth of flexibility markets. It would use consultancy support to map the data that is being shared at the moment and capture more detailed information from stakeholders on the type of new data they believe they need to access to better facilitate coordination or offer flexibility to the market. Another point to this study is the location and availability of data needed to boost flexibility at DSO level.	Energy system integration; Well-functioning markets	Q1 2022	Q4 2022	D
Distribution Systems	Electric Vehicles	This report will explore considerations that arise with the emergence of business models for electric vehicles (EVs), from the consumer perspective as well as the infrastructure planning and management perspective. The growth of EVs will result in additional electricity use, and also potentially offer flexibility support to managing networks. What is uncertain is the rate of growth and where it will take place, which is challenging for both DSOs to effectively plan and for NRAs to consider reasonable funding levels and the effectiveness of DSOs. This paper will look at how these uncertainties are being managed in different countries, in terms of planning, the amount and type of monitoring being rolled out to support planning and operation, data sources, coordination, and tariffs. Possible issues to be explored from the consumer perspective include access to infrastructure, billing and payment methods, consumer choice and comparability of services, (price) transparency for charging services for EVs, protection of vulnerable or energy-poor consumers, etc.	Energy system integration; Well-functioning markets	Q1 2022	Q4 2022	D
Distribution Systems	Paper on the Cybersecurity Network Code	This Network Code (from the Clean Energy Package) will define functions and obligations for electricity market stakeholders in order to prevent and mitigate cyber incidents in electrical system. The outcome of this document is to inform NRAs on their new functions and on the new obligations of regulated operators.	Well-functioning markets	Q1 2022	Q2 2022	D
Market Integrity & Transparency	Financial regulation and the links to REMIT	Gas and electricity markets have their own dedicated regulation to address market abuse and transparency – the REMIT. Recently, there have been some attempts to revise the existing legislation in a restrictive way and replace energy regulators with financial regulators in supervisory tasks for the concerned products. CEER has stated publicly that this would be inappropriate, inconsistent and inefficient considering the experience gained in this field by energy regulators. This deliverable takes into account potential further work on this issue.	Well-functioning markets	Ongoing	Q4 2022	D
Regulatory Benchmarking	Webinars on Dynamic Regulation	This is an ongoing work on the dynamic regulation topic, which was a key theme in 2021. The main objective of the webinars is to have an exchange among CEER and stakeholders involved in the work on dynamic regulation (e.g. presentation of different papers dealing with this topic, such as on sandboxes, pilot projects or existing models of dynamic regulation cases).	Well-functioning markets	Q4 2021	Q4 2022	A
CEER Secretariat	CEER Annual Conference	Most every year since 2012, CEER organises this important event, which serves as a forum for consumers, industry and policy makers to discuss EU policy issues related to customers' protection and empowerment.	All			A

CEER Secretariat	CEER Customer Conference	CEER's flagship event to engage directly with energy consumers on the challenges that they face, with a focus on empowering and engaging consumers to become fully-fledged market players. The event is tentatively planned for 23 March.	All			A
Work Programme Drafting Committee	Work Programme	Every year CEER develops a Work Programme for the following year, projecting deliverables according to the established CEER priorities. The development of this work also includes a public consultation in which stakeholders are invited to participate and make suggestions regarding the initial proposals submitted by the working groups. After analysing the contributions received, the working proposals are adjusted and published, as is an evaluation of responses.	All	Ongoing	Ongoing	D