

CEER 2013 Annual Conference on Energy Customers “On the path towards achieving the 2020 Vision”

Wednesday 19 June 2013

Centre Albert Borschette, rue Froissart 36, 1040 Brussels

A CEER customer conference with the support of the European Commission

Conference Programme

Time	Session	Speakers/Moderators
08.30-09.00	Registration	
Plenary Session 1	Implementing a 2020 Vision together: a close up on communication and dialogue	Session Chair: Lord Mogg , President, CEER
09.00-09.15	Welcome	Lord Mogg
09.15-09.30	Opening remarks – <i>How to make the internal energy market deliver for consumers?</i>	Ms Paula Pinho Member of the Cabinet of the Commissioner for Energy
09.30-09.45	<i>Taking the CEER-BEUC Joint Statement forward</i>	Mr Jan Bertoft Vice President, BEUC
09.45-09.55	Questions and Answers	
Plenary Session 2	Testimonials on first steps towards implementing the 2020 Vision	Session Chair: Ms Patricia de Suzzoni , CEER Mr Guillermo Beltrà , BEUC
09.55-10.55	10 minutes testimonials by 6 supporters of the Vision <ul style="list-style-type: none"> • Mr Paul Corton, CEDEC (European Federation of Local Energy Companies) • Mr Howard Porter, ESMIG (European Smart Metering Industry Group) • Mr Lewis Shand Smith, NEON (Ombudsman services) • Mr Alfredo Ingelmo, IGU (International Gas Union) • Ms Pauline Lawson, Eurogas • Mr Roel Kaljee, EURELECTRIC 	
10.55-11.15	Questions and Answers	
11.15-11.45	Coffee break	

Parallel break-out sessions

Moderated discussion in the form of questions to panel members, including questions from the floor

11.45-13.00	Break-out A – Protection and empowerment. Complaint handling: listening and responding to customers <u>Setting the scene</u> Ms Christina Veigl-Guthann , Member of the Customer and Retail Markets Working Group, CEER	Break-out B – Simplicity and affordability. Switching and billing: contact with customers <u>Setting the scene</u> Ms Gunilla Abrandt , Chair of the Retail Market Functioning Task Force, CEER
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Panel discussion

Ms Marta Baeza Fernández, E.ON (Spain)
Mr Eric Houtman, Service de médiation de l'énergie (Belgium)
Mr Bo Hesselgren, Swedish Consumer Energy Markets Bureau
Ms Carina Törnblom, Head of Unit Consumer Strategy, Representation and International Relations (DG SANCO)

Panel discussion

Mr Marc Boillot, ERDF (France)
Ms Cristina Sogas López, Gas Natural Fenosa (Spain)
Mr Michiel Karskens, Dutch Consumer Association

13.00-14.00 **Lunch**

Plenary
Session 3

Putting customers at the centre of EU energy policy

Session Chair:

Mr Richard Adams

Member, European Economic and Social Committee (EESC)

14.00-14.15 Opening remarks – *Consumer agenda: from agenda setting to concrete actions for energy customers*
14.15-14.30 *Customers' priorities for CEER Work Programme 2014. What are your priorities for regulators?*
14.30-15.00 **Questions and Answers**
15.00-15.30 **Coffee break**

Ms Despina Spanou

Director, Consumer Affairs Directorate (DG SANCO)

Ms Patricia de Suzzoni, Chair of the Customer and Retail Markets Working Group, CEER

Parallel break-out sessions

Moderated discussion in the form of questions to panel members, including questions from the floor

15.30-16.45 **Break-out C – Protection and empowerment. Involvement of consumer organisations in the regulatory process**
Setting the scene
Mr Dirk Van Evercooren, Chair of the Customer Empowerment Task Force, CEER

Panel session

Mr Roberto Malaman, AEEG (Italian NRA)
Mr Benny Borg Bonello, Consumers' Association (Malta)
Ms Heidi Ranscombe, Consumer Futures (UK)
Mr Rimantas Zabarauskas, Lithuanian Consumer Association

Break-out D – Reliability. Innovative Services and DSO performance: on the path towards improving customer satisfaction

Setting the scene

Mr Tomás Gómez, Vice-Chair of the Customer and Retail Markets Working Group, CEER

Panel session

Mr Peter Söderström, Vattenfall Distribution (Sweden)
Mr Ville Sihvola, Elenia Distribution (Finland)
Mr Martin Salamon, Forbrugerrådet, The Danish Consumer Council
Mr Jan Panek, Head of Unit Internal Energy Market: Retail Markets (DG ENER)

Plenary
Session 4

Closing remarks

16.45-17.05 Briefings from break-out sessions
17.05-17.15 CEER's next steps

All moderators

Ms Patricia de Suzzoni, CEER