

CEER Online Specialised Training on Retail Market Monitoring and Consumer Protection

Two-week training

Online Classes:

13:00-16:00 (CET) on 22 March 2021

13:00-16:00 (CET) on 23 March 2021

13:00-16:00 (CET) on 24 March 2021

COURSE PROGRAMME

National Regulatory Authorities (NRAs) have the duties to exercise monitoring activities at national and EU level to ensure competitive and well-functioning retail energy markets with empowered consumers. These duties include monitoring the level of transparency of retail prices, the level and effectiveness of market opening and competition, monitoring to ensure that EU energy consumer rights are effective and enforced.

NRA staff need expertise to carry out these monitoring activities at national level. While it is useful for NRA staff to understand the aims and features, methodologies and approaches in retail market monitoring from other countries, they also need to be updated on the new retail market design in Europe with the implementation of the Clean Energy Package, the European New Consumer Agenda to empower consumers in the green transition and the new challenges for regulators.

This course is designed for experts from NRAs with previous experience in retail market monitoring in electricity and gas and consumer protection and empowerment.

The programme will help the participants first to understand the legal framework and objectives of the Clean Energy Package, the European New Consumer Agenda to empower consumers in the green transition and the new challenges for regulators. In addition it provides some good practices of retail market monitoring and monitoring of consumer protection and empowerment measures at the European and national level, covering national experiences from different countries. The participants will be provided with practical tools to carry out the monitoring tasks of their retail markets and ensuring the implementation and compliance of the consumer protection and empowerment measures. Moreover the training will cover case studies on protection of vulnerable consumers during the COVID-19 crisis as well as practical example of protection of vulnerable consumers via setting supply prices and appointment of a supplier of last resort. In addition, it will shed light on approaches on how to use different indicators and metrics to self-assess the well-functioning retail markets which can be used beyond the legal provisions.

Structure of the course:

- **Week 1:** Individual preparation to the course - Literature review, reading materials, preparation of exercises and course work: ideally 15-22 March 2021.
- **Week 2:** Three Online Sessions:
 - Online Class 1 on Understanding the Legal Framework and Monitoring in the Context of National and European Frameworks: 13:00-16:00 (CET) on 22 March 2021
 - Online Class 2 on Monitoring in the Context of National and European Frameworks (cont.): 13:00-16:00 (CET) on 23 March 2021
 - Online Class 3 on Assessing the Markets Beyond Legal Provisions: 13:00-16:00 (CET) on 24 March 2021

Online Class 1, 13:00-16:00 (CET) on 22 March 2021

13:00-13:15 Opening: Introduction of course programme, format, tour de table.

- **Mr Deniz Erdem, Course Director, Co-Chair of CEER Monitoring Retail Markets Workstream**
- **Ms Anh Tran, CEER Training Manager**

SESSION 1 UNDERSTANDING THE LEGAL FRAMEWORK

13:15-13:45 What is the outlook of the European retail energy market in an evolving European energy legal framework? What is proposed in the Clean Energy Package and the European Green Deal regarding the retail market design and consumer protection and empowerment? What does this mean for the consumers and markets in the national context?

- **Mr Achille Hannoset, European Commission, DG ENER**

13:45-14:05 CEER's perspective on retail and consumer issues.

- **Ms Natalie McCoy and Ms Jana Haasová, Co-Chairs CEER Customers and Retail Markets Working Group**

14:05-14:15 *Short break*

SESSION 2 MONITORING OF RETAIL MARKETS AND CONSUMER ISSUES IN THE CONTEXT OF NATIONAL AND EUROPEAN FRAMEWORKS

14:15-14:45 Implementation of monitoring tasks at the national level: Practical aspects of retail market monitoring in the context of the national regulatory framework, including monitoring of prices and retail market data collection.

- **Ms Mladena Pavlova, CRE, France**

14:45-15:00 Roundtable discussion or an exercise on this topic.

- **Ms Mladena Pavlova, CRE, France**

15:00-15:15 *Short break*

15:15-15:45 Implementation of monitoring tasks at the national level: Practical aspects of retail market monitoring in the context of the national regulatory framework, including monitoring of switching rates and consumer issues.

- **Ms Sabrina Kaeberich, BNetzA, Germany**

15:45-16:00 CEER Advice on the Structure of National Reports and Indicators.

- **Mr Deniz Erdem, BNetzA, Germany**

- END FIRST DAY -

Online Class 2, 13:00-16:00 (CET) on 23 March 2021

13:00-13:10 Introduction of Day 2 and wrap up of Day 1.

13:10-13:45 Eurostat: Definitions, data collection, validation checks and the calculations for the prices of household and non-household electricity and gas by Eurostat – Energy statistics: <https://ec.europa.eu/eurostat/web/energy/data/database>

- **Mr Stavros Lazarou, European Commission – Eurostat**

13:45-14:15 New challenges for regulators in the implementation of the Clean Energy Package regarding retail market monitoring and consumer protection and empowerment. What are the existing and new indicators that NRAs should introduce to monitor the retail markets? Practical examples of how NRAs monitor and organise the governance around monitoring in practice.

- **Mr Vasant Bhoendie, ACM, the Netherlands**

14:15-14:30 *Short break*

14:30-14:50 New challenges for regulators in the implementation of the Clean Energy Package. The link between wholesale and retail market monitoring. Practical examples of using wholesale prices as benchmark for retail prices.

14:50-15:00 Group Work and Q&A

- **Mr Deniz Erdem, BNetzA, Germany**

15:00-15:30 ACER-CEER Market monitoring report – Consumer empowerment and protection and retail issues.

- **Mr Florian Pichler, E-Control, Austria, Co-Chair of CEER Monitoring Customer Empowerment Workstream**

15:30-16:00 Roundtable discussion & exercise on a selected topic.

- **Mr Florian Pichler, E-Control, Austria, Co-Chair of CEER Monitoring Customer Empowerment Workstream**

- END SECOND DAY

Online Class 3, 13:00-16:00 (CET) on 24 March 2021

13:00-13:10 Introduction of Day 3 and wrap up of Day 2.

SESSION 3 ASSESSING THE MARKETS BEYOND LEGAL PROVISIONS

13:10-13:40 NRAs' self-assessment and metrics used to identify gaps between the current state of the markets and the roadmap to 2025 Well-Functioning Retail Energy Markets for NRAs.

- **Mr Mattias Johansson, Ei, Sweden, Co-Chair of CEER Retail Markets Roadmap Workstream**

13:40-13:50 *Short break*

13:50-14:20 Analysis and case study on the computation of some of the retail indicators used in the ACER-CEER Market Monitoring Report and some of the metrics used in the NRAs' self-assessment on well-functioning retail energy markets.

- **Ms Pamela Boeri, ILR, Luxembourg, Co-Chair of CEER Retail Markets Roadmap Workstream**

14:20-14:40 Practical exercise on grouping the metrics used in the 2021 NRAs' self-assessment on well-functioning retail energy markets with a focus on the 2030 CEER-BEUC Vision.

- **Ms Pamela Boeri, ILR, Luxembourg, Co-Chair of CEER Retail Markets Roadmap Workstream**

14:40-14:50 *Short break*

14:50-15:20 Energy poverty and protection of vulnerable consumers during the COVID-19 crisis, public intervention in setting supply prices for vulnerable customers and appointment of a Supplier of Last Resort.

- **Mr Ljuban Milicevic, Ofgem, UK**

15:20-15:50 Analysis and case study of one of the metrics used in the CEER's Roadmap to 2025 Well-Functioning Retail Energy Markets and its application for NRAs.

- **Mr Odelín Calatrava Requena, CNMC, Spain**

15:50-16:00 Course wrap-up and closing session.

- **Mr Deniz Erdem, Course Director, Co-Chair of CEER Monitoring Retail Markets Workstream**

- END OF THE COURSE -