

**CEER hearing on draft Guidelines of Good Practice on Retail market design,
with a focus on supplier switching and billing
Thursday, 6 October 2011 from 13.30 to 18.00 hours
Club Fondation Universitaire
Rue d'Egmont 11, 1000 Brussels**

Agenda

13:00 – 13:30

Registration and coffee break

13:30 – 14:10

Introduction and presentation

Opening remarks	Mrs Patricia de-Suzzoni Chair of the CEER Retail Market Customer Working Group
Objectives of Hearing, organisation of the day	Mrs Karen Kavanagh Vice Chair of the CEER Retail Marketing Functioning Task Force
ACER	Mrs Silke Ebnet ACER
Public Consultation Document, responses received	Ms Elisa Kahl Member of the CEER Retail Marketing Functioning Task Force

14:10 – 14:45

European Commission

DG SANCO	Mrs Carina Törnblom DG SANCO, Head of Unit B6
DG ENER	Mrs Marie-Christine Jalabert DG ENER, Deputy Head of Unit B2
Q&A 15 minutes	All

14:45 – 15:30

Retail Market Model Design

Overview of responses	Ms Elisa Kahl Member of the CEER Retail Marketing Functioning Task Force
Presentation of stakeholder position: "Customer-Centric Retail Market Design. The European electricity industry perspective"	Mr Roel Kaljee Eurelectric
Presentation of stakeholder position: "GEODE views on retail market model design"	Mr Wolfgang Orasch GEODE
Discussion 15 minutes	All

15:30 – 15:45 **Coffee break****15:45 – 16:45** **Supplier switching**

Overview of responses	Mr Javier Chavez Member of the CEER Retail Marketing Functioning Task Force
Presentation of stakeholder position: “BEUC views on supplier switching”	Ms Monika Štajnarová BEUC
Presentation of stakeholder position: “EDF views on supplier switching”	Mr Sebastian Eyre EDF Energy
Presentation of stakeholder position: “Customer switching - RWE position”	Mr Ludo Andringa RWE
Discussion 20 minutes	All

16:45 – 17.45 **Billing**

Overview of responses	Mr Sebastian Gras Member of the CEER Retail Marketing Functioning Task Force
Presentation of stakeholder position: “Cont(r)act and billing models”	Mr Gert De Block CEDEC
Presentation of stakeholder position: “Eurogas views on proposed billing recommendations”	Ms Pauline Lawson Eurogas
Presentation of stakeholder position: “The role of the DSOs in the future electricity market”	Ms Kristin Lind KS Bedrift Energi - Norwegian Association of Local and Regional Authorities
Discussion 20 minutes	All

17:45 – 18:00 **Closing remarks and next steps**

Closing remarks	Mrs Patricia de-Suzzoni Chair of the CEER Retail Market Customer Working Group
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