

35th ECRB Customers and Retail Markets Working Group meeting

Energy Community Secretariat, Vienna

Tuesday, 25 October 2016, 10:00 – 16:00

Meeting Schedule

10:00	Start of the Meeting
11:30	Coffee Break
13:30	Lunch Break
16:00	Close of the meeting

Draft Agenda

Agenda Topics	Rapporteur / Purpose	Accompanying Documents
Opening	Chair	
Agenda of the 35th meeting	Chair / approval	Draft agenda
Minutes of the 34th meeting	Chair / approval	Draft minutes
Report 34th ECRB meeting	Chair / ECRB Section/ information	
Recent Energy Community developments	Secretariat / information	
TF 2 – Retail Market Entry Requirements Preparation of template brochure providing guidance for new suppliers related to market entry requirements- discussion and next steps	TF Leader/all/discussion	Draft brochure



<p>TF 3 – Complaint Handling and Alternative Dispute Resolution</p> <p>Template brochure informing customers on available ADR tools - discussion and next steps</p>	<p>TF Leaders/all/discussion</p>	<p>Draft brochure</p>
<p>TF4- Retail Market Functioning</p> <p>Experience of E-Control in performing national market monitoring</p> <p>Monitoring of retail market functioning and relevant indicators used - discussion of draft report and next steps</p>	<p>E-Control/information</p> <p>TF Leader/all/discussion</p>	<p>Draft report</p>
<p>TF 5– Customer Awareness</p> <p>Summary of the workshop – conclusions drawn</p>	<p>Chair/all/discussion</p>	
<p>CEER CRM WG Update</p>	<p>E-Control/for information</p>	
<p>Update on national developments</p>	<p>All/information</p>	
<p>CRM WG Work Program 2016</p> <p>Collection of proposals</p>	<p>All/discussion</p>	
<p>AOB</p>	<p>All/discussion</p>	
<p>Next meeting</p>	<p>ECRB Section</p>	