

33rd ECRB Customers and Retail Markets Working Group meeting

Energy Community Secretariat, Vienna

Thursday, 11 February 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 33rd meeting	Chair / approval	Draft agenda
Minutes of the 32nd meeting	Chair / approval	Draft minutes
Report 32nd ECRB meeting	Chair / ECRB Section/ information	
TF 1 – Quality of Supply Status quo regarding preparation of the report/finalization of 2015 activity Next steps	TF Leader/all/discussion	
TF 2 – Retail Market Entry Requirements Status quo regarding preparation of the report/finalization of 2015 activity Next steps	TF Leader/all/discussion	Draft report



<p>TF 3 – Complaint Handling and Alternative Dispute Resolution</p> <p>Status quo regarding preparation of the report/finalization of 2015 activity</p> <p>Discussion of 2016 deliverable(s)</p> <p>Next steps</p>	<p>TF Leaders/all/discussion</p>	<p>Draft report</p>
<p>TF4- Retail Market Functioning</p> <p>Presentation of draft scope, next steps</p>	<p>TF Leader/all/discussion</p>	
<p>TF 5– Customer Awareness</p> <p>Collecting ideas for the joint ECRB-CEER workshop</p> <p>Next steps</p>	<p>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>AOB</p>	<p>All/discussion</p>	
<p>Next meeting</p>	<p>ECRB Section</p>	