

## 29th ECRB Customers and Retail Markets Working Group meeting

CEER, Cours Saint-Michel 30a (=rue Père de Deken 36), 5th floor, 1040 Brussels  
Thursday, 2 October 2014, 9:30 – 17:00

### Meeting Schedule

09:30	Start of the Meeting
11:00	Coffee Break
13:30	Lunch Break
17:30	Close of the meeting

### Agenda

<b>Agenda Topics</b>	<b>Rapporteur / Purpose</b>	<b>Accompanying Documents</b>
<b>Opening</b>	CRM WG Chair	
<b>Agenda of the 29th meeting</b>	CRM WG Chair / approval	Draft agenda
<b>Minutes of the 28th meeting</b>	CRM WG Chair / approval	Draft minutes
<b>Report 28th ECRB meeting and 12<sup>th</sup> Ministerial Council Meeting</b>	CRM WG Deputy Chair / ECRB Section/ information	
<b>TF 1 – Raising Consumer Awareness</b> <b>Workstream A</b> Development of a template brochure for raising consumer awareness of retail market opening- status quo and next steps  Advice to the regulators on possible activities promoting retail market opening- discussion of draft text  <b>Workstream B</b> ECRB/CEER Joint Workshop on Customer Issues- next steps	TF Co-Leaders/all/discussion	Brochure for raising consumer awareness of retail market opening  Draft advice to the regulators on possible activities promoting retail market opening
<b>TF 2 – Quality of Supply</b> CEER/ECRB Benchmarking Report on Quality of	TF Leader/ECRB	Draft questionnaires for QoS BR

Supply- information on status quo of the task, discussion of draft questionnaires and agreement on next steps	Section/all/discussion	
<b>TF 3 – Status Review of Retail Market Development</b> Draft report- discussion and next steps	TF Leader/ECRB Section/all/discussion	Presentation of draft report
<b>ECRB Work Program 2015</b> Collecting ideas for CRM WG part	CRM WG Chair / ECRB Section/ discussion	
<b>Update on national developments</b>	All/information	
<b>AOB</b>	All/discussion	
<b>Next meeting</b>	ECRB Section	