

# 34th ECRB Customers and Retail Markets Working Group meeting

Energy Community Secretariat, Vienna

Thursday, 23 June 2016, 09:30 – 16:30

## Meeting Schedule

09:30	Start of the Meeting
11:30	Coffee Break
13:30	Lunch Break
16:30	Close of the meeting

## Draft Agenda

<b>Agenda Topics</b>	<b>Rapporteur / Purpose</b>	<b>Accompanying Documents</b>
<b>Opening</b>	Chair	
<b>Agenda of the 34th meeting</b>	Chair / approval	Draft agenda
<b>Minutes of the 33rd meeting</b>	Chair / approval	Draft minutes
<b>Report 33rd ECRB meeting</b>	Chair / ECRB Section/ information	
<b>TF 1 – Quality of Supply</b> Information on TF accomplishment	TF Leader/information	
<b>TF 2 – Retail Market Entry Requirements</b> Preparation of template brochure providing guidance for new suppliers related to market entry requirements- discussion of content and next steps	TF Leader/all/discussion	Draft brochure

<p><b>TF 3 – Complaint Handling and Alternative Dispute Resolution</b></p> <p>ADR mechanism in Austria</p> <p>Preparation of template brochure informing customers on available ADR tools- discussion of content and next steps</p>	<p>E-Control</p> <p>TF Leaders/all/discussion</p>	<p>Draft brochure</p>
<p><b>ACER/CEER Market Monitoring and Energy Community Contracting Parties</b></p> <p>Explanation of indicators used by ACER/CEER, availability of data for CPs</p>	<p>ACER/discussion</p>	<p>ACER's list of indicators</p>
<p><b>TF4- Retail Market Functioning</b></p> <p>Monitoring of retail market functioning and relevant indicators used</p> <p>Next steps</p>	<p>TF Leader/all/discussion</p>	<p>Slides- Mr. Martinoski</p>
<p><b>TF 5– Customer Awareness</b></p> <p>Draft agenda of the workshop</p>	<p>All/discussion</p>	<p>Draft agenda (tbc)</p>
<p><b>CEER CRM WG Update</b></p>	<p>E-Control/for information</p>	
<p><b>Update on national developments</b></p>	<p>All/information</p>	
<p><b>AOB</b></p>	<p>All/discussion</p>	
<p><b>Next meeting</b></p>	<p>ECRB Section</p>	