



Press Release

European and Mediterranean regulators continue to encourage greater consumer engagement in markets

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Strengthening regulatory dialogue across Europe and the Mediterranean region to support consumers in becoming active energy market participants in the context of the COVID-19 pandemic and recovery are themes of a two-day trilateral workshop that began today. The workshop was organised by the Council of European Energy Regulators (CEER¹), the Energy Community Regulatory Board (ECRB²) and the Association of Mediterranean Energy Regulators (MEDREG³), for the first time in online format. Special focus is being given to commercial quality, prosumers and active self-consumption, billing and digitalisation.

Active consumer engagement plays a vital role in driving strong competition, ensuring markets work effectively and making the energy transition a reality. This, in turn, raises questions regarding which regulatory measures can be used to extend these benefits to all consumers and how to engage all consumers. Making sure that no one is left behind is a fundamental guiding principle for CEER, ECRB and MEDREG in their regulatory responsibilities and their work relating to consumer protection.

This third edition of the trilateral workshop is an example of enhanced cooperation between the three regional organisations of energy regulators, confirmed in a cooperation arrangement that was signed in December 2018³.

CEER President Annegret Groebel said: *“Placing consumers at the centre of energy markets, with consumer-centric dynamic regulation, and empowering consumers to actively contribute to and benefit from a flexible energy system is an essential part of the regulatory model on which CEER is building its new Strategy 2022-2025 towards a carbon-neutral society and economy. This is done by embedding into our work the principles of the CEER-BEUC 2030 Vision for Energy Consumers⁵.”*

ECRB President, Mr Marko Bislimoski added: *“Consumers are in the centre of ECRB activities since its very beginnings. As regulators, it is our core duty to ensure that liberalisation and energy transition delivers for the benefit of consumers. Safeguarding a fair deal for consumers in context with the Clean Energy Package puts new challenges on us - incentivising active engagement of consumers and empowering them to take advantage from new flexibility tools has moved into the centre of ECRB consumer activities while consumer protection and safeguarding a high standard of quality of supply remains a secondary regulatory focus.”*

MEDREG Permanent Vice-President Mr Stefano Besseghini underlined: *“Nowadays energy consumers are not always able to access affordable energy and thus become actual prosumers across the Mediterranean region. With today’s workshop and an ongoing report on this topic, MEDREG calls for an increasing digitalization that supports the development of smarter and safer energy systems, which will enable consumers to better benefit from innovative services and be active players in the energy markets. In MEDREG, we will deepen what regulators can do to*



encourage the usage of flexibility services when they are economically viable – particularly through their management of network tariffs, balancing and capacity allocation mechanisms.”

ENDS (See Notes for Editors below)

1. The Council of European Energy Regulatory (CEER) is the voice of Europe’s national energy regulators. Its Members and Observers are the independent statutory bodies responsible for energy regulation. CEER, based in Brussels, deals with a broad range of energy issues including retail markets and consumers; distribution networks; smart grids; flexibility; sustainability; and international cooperation. CEER represents 39 energy regulatory authorities, comprising 30 Members (Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and the United Kingdom) and 9 Observers (Albania, Bosnia and Herzegovina, Georgia, Kosovo, Moldova, Montenegro, North Macedonia, Serbia and the Swiss Confederation). See www.ceer.eu
2. The Energy Community Regulatory Board (ECRB) has nine Contracting Parties - Albania, Bosnia and Herzegovina, Kosovo*¹, North Macedonia, Georgia, Moldova, Montenegro, Serbia and Ukraine. ECRB is the independent regional body of energy regulators in the Energy Community and beyond. ECRB activities build on three pillars: providing coordinated regulatory positions to energy policy debates, harmonising regulatory rules across borders and sharing regulatory knowledge and experience. ECRB is an institution of the Energy Community. The Energy Community is a union of nine members from South East Europe and the Black Sea region and the European Union. ECRB promotes the development of a competitive, efficient and sustainable regional energy market that works in public interest. See www.energy-community.org.
3. MEDREG is the Association of Mediterranean Energy Regulators, which brings together 27 regulators from 22 countries, spanning the European Union (EU), the Balkans and North Africa. Mediterranean regulators work together to promote greater compatibility of the regional energy markets and legislations, seeking progressive market integration in the Euro-Mediterranean basin. Through constant cooperation and information exchange among members, MEDREG aims at fostering consumer rights, energy efficiency, infrastructure investment and development, based on secure, safe, cost-effective and environmentally sustainable energy systems. MEDREG is co-funded by the European Union. See www.medreg-regulators.org/
4. The 1st trilateral CEER-ECRB-MEDREG workshop took place on 27 June 2018 in Vienna and focussed on consumer involvement and retail market opening. The 2nd trilateral CEER-ECRB-MEDREG workshop was held on 25 June 2019 in Brussels and focussed on consumer empowerment in the digital era and in the context of the Clean Energy for All Europeans package. The annual trilateral workshop is an important part of CEER’s, ECRB’s and MEDREG’s work programmes and an element of the cooperation arrangement signed between the three regional regulatory bodies in December 2018.
5. The [CEER-BEUC 2030 Vision](#) sets out six core principles, striving for a “Long-term Energy Transition for Sustainability and climate neutrality: Affordability, Simplicity, Protection, Inclusiveness, Reliability and Empowerment”. In short, we call this “LET’S ASPIRE”. Transforming the Vision’s principles into action is a long-term goal and will require systematic work from CEER as well as many parties, including governments, industry, regulators, consumer bodies, and authorities.

¹ This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and the ICJ Advisory Opinion on the Kosovo declaration of independence.



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