

32nd ECRB Customers and Retail Markets Working Group meeting

CEER, Cours Saint-Michel 30a (=rue Père de Deken 36), 5th floor, 1040 Brussels

Friday, 13 November 2015, 09:00 – 15:00

Meeting Schedule

09:00	Start of the Meeting
10:30	Coffee Break
12:30	Lunch Break
15:00	Close of the meeting

Draft Agenda

Agenda Topics	Rapporteur / Purpose	Accompanying Documents
Opening	CRM WG Chair	
Agenda of the 32nd meeting	CRM WG Chair / approval	Draft agenda
Minutes of the 31st meeting	CRM WG Chair / approval	Draft minutes
Report 31st ECRB meeting	CRM WG Chair / ECRB Section/ information	
TF 1 – Quality of Supply Status quo regarding preparation of the report Next steps	TF Leader/all/discussion	
TF 2 – Retail Market Monitoring Electricity and Gas Discussion of draft report Next steps	TF Leader/ECRB Section/all/discussion	Draft report
TF 3 – Retail Market Entry Requirements Discussion of draft report Next steps	TF Leader/all/discussion	Draft report



TF 4 – Complaint Handling and Alternative Dispute Resolution Discussion of draft report Next steps	TF Leader/all/discussion	Draft report
TF 5– Customer Awareness Conclusions of the workshop Next steps	TF Leader/all/discussion	
CEER CRM WG Update	E-Control/for information	
ECRB Work Program 2016	ECRB Section, all/discussion	Compilation of received input
Update on national developments	All/information	
AOB	All/discussion	
Next meeting	ECRB Section	