



Trilateral CEER-ECRB-MEDREG Workshop

Draft Agenda

4 October 2023

Association of Mediterranean Energy Regulators (MEDREG)

[Via Lazzaretto 3, Milano, MI 20124, Italy](#)

For those joining online: <https://us02web.zoom.us/j/86297838763>

09:00am-09:15am	Registration
09:15am-09:30am	Welcome addresses
09:30am-10:30am	Session 1
10:30am-11:00am	Coffee break
11:00am-12:30pm	Session 2
12:30pm-01:30pm	Lunch break
01:30pm-03:00pm	Session 3
03:00pm-03:15pm	Conclusions and Farewell

09:15am

WELCOME ADRESSES

Session 1:	09:30am
Electricity Market Design: What is next in electricity?	
Chaired by: Ms. Jana Haasová, CEER	

Objective: this session should highlight the current state of the electricity market design in Fall 2023 and discuss central tenets of the proposal/legislation, which shall stimulate (provocative) engagement in the following workshop.

Tasks: Presentation and discussion of future electricity market designs, its opportunities, and limitations.

Speakers:

- EC (Adéla Tesařová): presentation of latest state of play, invited
- ACER reactions (Retail/Consumer protection expert)
- Mr Marko Bislimoski, ECRB President,
- Mr. Abdellatif Bardach, MEDREG President
- CEER President (TBC)

COFFEE BREAK	10:30am
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SESSION 2:

11:00am

Progress or Procrastination? State of play of the (Smart) Electricity and Decarbonised Gas Grids

Chaired by: Mr Edin Zametica, ECRB

Objective: Achieving EU (and nationally) determined contributions, including the European Green Deal and Fitfor55 Plan, for reaching the climate goals of the Paris Agreement makes it necessary to decarbonise the electricity and gas grids across the continent impacting energy usage of both household and non-household customers. This session seeks answers to questions such as:

- How much progress has been made so far and what is in the (decarbonised) pipeline?
- In what ways have electricity and gas grids been decarbonised so far – with a focus on action at the retail level?
- What is the uptake of additional renewables installations, smaller-scale self-generation, energy community memberships, home storage, local storage, electric vehicles, heat pumps and associated technology such as home automation, smart charging, or specific energy products?
- Practical implications of decarbonising grids: new use of data and need for novel tariffication?

Tasks: Short presentations (spotlights, interventions) to highlight state of play in a country on an issue related to decarbonising grids from consumer perspectives; questions and answers

Topics:

- Connecting lots of large and/or small PV to the grid: temporary constraints, how to overcome them quickly and enable mass participation in electrifying everything.
- Stocktaking: the evolution of energy communities in the 2020s
- Decentralized generation and storage: locality aspects of decarbonised grids.
- Implications of decarbonisation: on the enhanced roles of data and smart tariffication

Speakers (10 min presentations)

- Uptake of renewable resources of energy in Georgia - how to face the challenges (Ms Tamar Bazghadze, GNERC)
- Demand response as a driver for decarbonization – the importance of active consumers on a future electricity market (Mr. Mattias Johansson, Ei, Sweden)
- Balancing Success and Challenges: The case of PV growth in the Netherlands (Mr. Jan Willem Tempelaar, ACM, Netherlands)
- Stocktaking: The Evolution of Energy Communities since the 2020s (Ms. Erjola Sadushi – Vicechair of CUS WG, MEDREG – ERE, Albania)
- TBC – (TBC – EMRA, Türkiye)

LUNCH BREAK

12:30pm

SESSION 3:

01:30pm

Good relations – good customer service vs paying for power

Chaired by: Mr. Omar Raafat, MEDREG

Objective: Electricity and gas suppliers must meet many legal requirements concerning consumer information, empowerment, and protection. As a prime communicator of all things electricity and gas, suppliers are often the first (and only) partners in energy matters of (household) consumers today. And yet, their conduct is significantly less closely monitored than that of their price-setting practices but could equally contribute to decision-making in switching. At the same time, customers must pay their bills, otherwise, unauthorised consumption of energy leads to questions who else should account for these commercial power losses? This session aims to:

- Discuss commercial power losses and their eventual impact and effect on the end consumers.
- Present concepts of customer service quality monitoring for developed energy markets.
- Debate the promises and limitations of customer service quality obligations in developed energy markets.
- Discuss a (European) framework for closer inspection of the customer service quality of suppliers.

Tasks: Short presentations of supplier obligations and whether and how they are monitored in countries; ideas and concepts of setting standards on supply customer service quality and how to tackle commercial losses.

Topics:

- How to assess customer service quality in objective and reliable ways: on the importance of customer service quality in liberalised energy markets
- (Efficiently) monitoring the quality of customer service by suppliers: from setting obligations to checking their fulfilment.
- Reducing commercial power losses: tackling reasons and finding solutions for vulnerable consumers.

Speakers (10 min presentations)

- CEER Benchmarking Report: Quality of Supply – Supplier Standards (Mr. Michael Westermann or Mr. Ognjen Radovic, Co-chairs of Energy Quality of Supply Workstream, CEER)
- Capturing the quality of customer service: essential learnings from the energy crisis (Ms. Ivana Jurisic and Mr. Florian Pichler – E-Control)
- Monitoring customer service quality- Ukraine case study (Mr Volodymyr Buchyk, NEURC)
- Consumer Complaints and Overdue Payments – (Ms. Irene Iacovides and Ms. Evi Fragkoudaki – RAE, Greece)
- Quality of Service and Customer Empowerment – (Ms. Rania Abdelwahab – EgyptERA, Egypt)

CONCLUSION AND FAREWELL

03:00pm

03:15pm

END OF WORKSHOP
