

First Trilateral CEER-ECRB-MEDREG Workshop Consumer Involvement and Retail Market Opening

27 June 2018, 9:30 - 16:45

Energy Community premises – 1010 Vienna, Am Hof 4, level 6

Agenda

Co-chaired by *Anne Vadasz Nilsson* | CEER - *Giorgi Pangani* | ECRB – *Gulefsan Demirbas* | MEDREG

09:00 – 09:30 Registration and welcome coffee

09:30 – 10:00 Welcome address

| | |
|---|---|
| Opening remarks and organisations | Co-chairs |
| Energy Community retail activities in brief | <i>Janez Kopač</i> , Energy Community Secretariat |

10:00 – Presentations session

| | | |
|---------------|--|--|
| 10:00 – 10:30 | Focus on consumers – ongoing activities and priorities | <i>Anne Vadasz Nilsson</i> CEER <i>Giorgi Pangani</i> ECRB <i>André Buttigieg</i> MEDREG |
| | Questions & Answers [10'] | |
| 10:30 – 11:00 | Clean Energy Package | <i>Natalie McCoy</i> CEER |
| | - A new deal for consumers? The view of CEER | |
| | - New duties for regulators | <i>Sotirios Manolkidis</i> MEDREG |
| | - The view of ECRB and MEDREG | |
| | Questions & Answers [10'] | |
| 11:00 – 11:20 | Coffee break | |
| 11:20 – 12:30 | Retail market monitoring and consumer protection | |
| | - <i>Energy Community retail market opening – a success story?</i> | <i>Marija Vujović</i> , <i>Aca Vučković</i> ECRB |
| | ECRB retail market monitoring indicators and findings | |
| | - <i>Are EU retail markets functioning well?</i> | <i>Mattias Johansson</i> CEER |
| | Beyond monitoring: self-assessment of retail market functioning | |
| | - <i>Do Mediterranean retail markets provide the right level of consumer protection?</i> | <i>André Buttigieg</i> MEDREG |
| | Energy bills and disconnection procedures | |
| | Questions & answers [10'] | |

12:30 – 14:00 Interactive session “Consumer friendly energy bill”

Concept of the interactive sessions

Participants will be separated in three groups, each of them discussing the same topics guided by a session moderator. The key issues arising from the discussions will be reported during the summary and wrap up session. Participants should bring in advance an example of electricity and/or gas bill from their countries.

12:30 – 13:30 Working groups’ discussions

Discussion topics What makes energy bill consumer friendly?
Which are the most frequent problems reported by consumers?
Defining a set of key elements of consumer friendliness (content, layout et al)

Work group 1 Moderated by *Qais Samara* | MEDREG

Work group 2 Moderated by *Martin Martinoski* | ECRB

Work group 3 Moderated by *Florian Pichler* | CEER

13:30 – 14:00 Summary of working groups’ results Moderators

14:00 – 14:45 Lunch break

14:45 – 16:15 Interactive session “Comparison tools”

Concept of the interactive sessions

Participants will be separated in three groups, each of them discussing the same topics guided by a session moderator. The key issues arising from the discussions will be reported during the summary and wrap up session.

14:45 – 15:45 Working groups’ discussion

Discussion topics Which features are essential for consumers?
How to ensure a sufficient set of information while avoiding over-complexity?

Work group 1 Improving advanced models further: CEER Comparison Tools Guidelines
Moderated by *Alejandro Alonso* | CEER

Work group 2 Meeting the needs of relatively young open retail markets: the experience of Bosnia and Herzegovina
Moderated by *Edin Zametica* | ECRB

Work group 3 The Clean Energy Package: suitable solutions to replicate outside the EU
Moderated by *Hatem Waheed* | MEDREG

15:45 – 16:15 Summary of working groups’ results Moderators

16:15 – 16:45 Wrap up and closing of the workshop Co- Chairs