

30th ECRB Customers and Retail Markets Working Group meeting

Energy Community Secretariat, Vienna

Thursday, 19 February 2015, 10:00 – 16:00

Meeting Schedule

10:00	Start of the Meeting
11:30	Coffee Break
13:30	Lunch Break
16:00	Close of the meeting

Draft Agenda

Agenda Topics	Rapporteur / Purpose	Accompanying Documents
Opening	CRM WG Chair	
Agenda of the 30th meeting	CRM WG Chair / approval	Draft agenda
Minutes of the 29th meeting	CRM WG Chair / approval	Draft minutes
Designation of Deputy Chair 2015-2016	CRM WG Chair / all/ discussion and approval	
Report 29th ECRB meeting	CRM WG Deputy Chair / ECRB Section/ information	
TF 1 – Quality of Supply Discussion of open issues regarding completion of QoS questionnaires Next steps	TF Leader/all/discussion	
TF 2 – Retail Market Monitoring Electricity and Gas Presentation and discussion of draft questionnaire for collecting data on retail electricity and gas markets	TF Leader/ECRB Section/all/discussion	Draft questionnaire on retail market monitoring
TF 3 – Retail Market Entry Requirements		



Discussion of topic relevance and its inclusion in WP 2015 Designation of TF Leader	CRM WG Chair / all/ discussion and approval
TF 4 – Complaint Handling and Alternative Dispute Resolution Planning of activities- topics to be covered, methodology, timeline	TF Leader/all/discussion
TF 5– Customer Awareness Workshop on customer issues- topics to be covered, update on organizational issues	TF Leader/all/discussion
Update on national developments	All/information
AOB	All/discussion
Next meeting	ECRB Section