

27th ECRB Customers and Retail Markets Working Group meeting

Energy Community Secretariat, Vienna

Wednesday, 12 February 2014, 9:30 – 16:00

Meeting Schedule

09:30	Start of the Meeting
11:30	Coffee Break
13:30	Lunch Break
16:00	Close of the Meeting

Agenda

Agenda Topics	Rapporteur / Purpose	Accompanying Documents
Opening	CRM WG Chair	
Agenda of the 27th meeting	CRM WG Chair / approval	Draft agenda
Minutes of the 26th meeting	CRM WG Chair / approval	Draft minutes
Report 26th ECRB meeting	CRM WG Chair / ECRB Section/ information	
Report 6th Citizens' Energy Forum	ECRB Section/information	Conclusions London Forum
Finalizing 2013 activities- TF4 Customer Contracts	TF Leader/ECRB Section/all/approval	Final Draft Report on Customer Contracts
TF 1 – Raising Consumer Awareness Development of a template brochure for information of HH customers- collecting preliminary ideas Communication / campaigning instruments that can be used by NRAs- discussion	TF Leaders/all/discussion	
TF 2 – Quality of Supply CEER/ECRB Benchmarking Report on Quality of Supply- defining task force members and next	TF Leader/all/discussion	

steps		
TF 3 – Retail Market Monitoring Report		
Retail market indicators- defining the list of indicators to be used when assessing retail markets	TF Leader/ECRB Section/all/discussion	Preliminary list of retail market indicators
TF4 – Joint Workshop CEER and ECRB		
Defining topics of interest	TF Leaders/all/discussion	
Switching experience in Austria		
Process of switching electricity supplier in Austria- presentation	Ms. Trhulj (ECS)/ information	Presentation Ms. Trhulj
Update on national developments	All/information	
CEER CRM WG Update	E-Control / information	
AOB	All/discussion	
Next meeting	ECRB Section	