

## 31st ECRB Customers and Retail Markets Working Group meeting

Energy Community Secretariat, Vienna

Thursday, 11 June 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 31st meeting	CRM WG Chair / approval	Draft agenda
Minutes of the 30th meeting	CRM WG Chair / approval	Draft minutes
Report 30th ECRB meeting	CRM WG Chair / ECRB Section/ information	
Report 7 <sup>th</sup> Citizens' Energy Forum	ECRB Section/ information	
<b>TF 1 – Quality of Supply</b> Discussion of open issues regarding completion of QoS questionnaires Next steps	TF Leader/all/discussion	
<b>TF 2 – Retail Market Monitoring Electricity and Gas</b> Status quo after completion of questionnaires, discussion of preliminary results Next steps	TF Leader/ECRB Section/all/discussion	
<b>TF 3 – Retail Market Entry Requirements</b>		

Presentation and discussion of the draft questionnaire	TF Leader/all/discussion	Draft questionnaire
<b>TF 4 – Complaint Handling and Alternative Dispute Resolution</b>		
Presentation and discussion of the draft questionnaire	TF Leader/all/discussion	Draft questionnaire
<b>TF 5– Customer Awareness</b>		
Presentation, discussion and approval of draft agenda	TF Leader/all/discussion and approval	Draft agenda of the workshop
<b>CEER CRM WG Update</b>	E-Control/for information	
<b>Update on national developments</b>	All/information	
<b>AOB</b>	All/discussion	
<b>Next meeting</b>	ECRB Section	