

3rd Joint CEER-ECRB Customer Workshop

Thursday, 12 November 2015

CEER Office, Cours Saint-Michel 30a (5th floor), 1040 Brussels

Draft Agenda (v3)

10:00 – 10:30 Registration and welcome coffee

10:30 – 10:40	Welcome address <i>Opening remarks and organisation</i>	Ms Patricia de Suzzoni CEER CRM WG Chair Ms Valentyna Diatlovska ECRB CRM WG Deputy Chair
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10:40 – 12:00 **Presentations session**

10:40 – 11:00	Energy Retail Market EC Retail Market Communication Questions & Answers	Mr Jan Panek DG ENER, Head of Unit Internal Energy Market: Retail Markets
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11:00 – 11:20	How to measure the functioning of retail markets? – CEER Position Paper Questions & Answers	Mr Matthias Noorlander CEER
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11:20 – 11:40	How to overcome market entry barriers? Regulatory lessons learnt – best practice Questions & Answers	Ms Katarina Abrahamsson CEER
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11:40 – 12:00	Cross-border market entry barriers Market monitoring – lessons learnt Questions & Answers	Mr Bart Vereecke ACER
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12:00 – 12:15	Preparation for interactive session <i>Description of interactive activities and formation of groups</i>
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12:15 – 13:00 *Lunch break*

13:00 – 15:00 Interactive session**Concept of the interactive sessions**

Groups rotate from one “work station” to the next in intervals of 35-40 minutes. A work station is a designated area with one moderator, a table at which participants actively discuss and exchange their experiences and a flipchart on which participants note their ideas. Each work station covers a specific area of interest. Each group stays 35-40 minutes at each work station to debate on the given topic. Once the groups run through each work station, the key issues arising from the discussions will be reported during the summary and wrap up session.

Work station 1 How can NRAs facilitate market functioning?

Moderated by
Mr Florian Pichler
CEER

- What are the barriers to switching and how can they be eliminated?
- Which supply contract clauses might hinder retail market functioning?
- What are the requirements for price comparison tools?
- How can enforcement by NRAs be efficient?

Work station 2 Alternative dispute resolution in energy sector

Moderated by
Ms Nina Grall-Edler
ECRB

- Which body should be in charge of out-of-court dispute settlement?
- How to ensure that consumers know whom to contact?
- How could different bodies communicate efficiently?
- How should an ADR function be monitored?

Work station 3 New retail market practices

Moderated by
Mr Matthias Noorlander
CEER

- Which new market practices appear in recently opened energy markets?
- Is there a need for a different type of “regulatory” oversight?
- How can regulators help consumers to avoid misleading practices by suppliers?

15:00 - 15.10**Coffee Break****15:10 – 15:30 Summary of work stations’ results****Moderators***Presentation and discussion of main results***15:30 – 15:45 Summary and wrap up****Ms Patricia de Suzzoni***Conclusions***Ms Valentyna Diatlovska****16:00****Concluding remarks and closing of the workshop**