



Building a 2020 Vision for Europe's energy customers

Thursday 21st June 2012

Albert Borschette Conference Centre,
36 Rue Froissart, 1040 Brussels

A CEER interactive customer conference with the support of the European Commission during
Sustainable Energy Week 2012

Draft Conference Programme

Time	Session	Invited Speakers/Moderators
08.30-09.00	Registration	
Plenary Session 1	Building a 2020 vision together	Session Chair: Lord Mogg President, Council of European Energy Regulators
09.00-09.15	"Opening speech" on how to make energy markets deliver for consumers	Commissioner Oettinger (tbc) European Commission (Energy)
09.15-09.30	Building customers' confidence through easy access to redress	Mr Louis Grech (tbc) MEP and Rapporteur of the draft Alternative Dispute Resolution (ADR) Directive
09.30-09.50	Building a 2020 Vision for Europe's energy customers	Patricia de Suzzoni Chair of CEER's Customers and Retail Markets Working Group
09.50-10.00	Questions and Answers	
Plenary Session 2	Top testimonials, tips and tools - consumer bodies share success stories of energy consumer empowerment	Session Chair: Ms Jacqueline Minor European Commission (DG SANCO)
10.00-10.40	10 min. testimonials by 4 x national customer bodies	
10.40-10.50	Top Tips on how consumer bodies can tool up so as to better serve and empower energy consumers	Mr Paolo Martinello (tbc) President, BEUC (European Consumer Organisation)
10.50-11.10	Questions and Answers	
11.10-11.30	Coffee	
Interactive (parallel) break-out sessions on customers' expectations of the key principles of the 2020 Vision for Energy Customers (and brainstorming on how to tackle these issues in the future innovative energy markets).		
11.30 -12.30	Break-out A – Affordability <i>(fair prices and offers, energy saving measures)</i> Facilitator: Mr Tomás Gómez, Vice Chair of CEER's Customers and Retail Markets Working Group	Break-out B – Knowing Your Rights: tools for protection and empowerment <i>(data privacy, complaint handling, vulnerable customers, choice, accessibility and confidence)</i> Facilitator: Ms Monique Goyens, Director General, BEUC
12.30-14.00	Lunch	

Simultaneous interpretation will be provided in six languages: English, French, German, Italian, Polish and Spanish.

Plenary Session 3	What does the future hold for energy consumers?	Session Chair: Ms Monique Goyens, Director General, BEUC
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14.00-14.20	10 min. reports from each of the Break-out Sessions (A and B)	
14.20-14.30	Current and future policy challenges for energy consumers	Ms Rossella Delfino (tbc) Member of Commissioner Dalli's cabinet (DG SANCO)
14.30-14.40	EU strategy for energy customers	Mr Philip Lowe (tbc) Director General, European Commission (Energy)
14.40-15.00	Technological change to make the energy sector 'smarter' – impacts, opportunities and risks for consumers	Mr Colin Sausman CEER
15.00-15.15	Questions and Answers	

Interactive (parallel) break-out sessions on customers' expectations of the key principles of the 2020 Vision for Energy Customers (and brainstorming on how to tackle these issues in the future innovative energy markets).

15.15-16.15	Break-out C – What are the drivers of reliability? <i>(continuous and reliable supply, quality of customer service)</i> Facilitator: Mr Jan Panek, DG ENER	Break-out D – Finding simplicity amidst market complexity <i>(comparable prices and offers, easy access and engagement, technology, automatic/no fuss)</i> Facilitator: Mr Philip Lewis, VaasaETT (tbc)
16.15-16.35	Coffee	

Plenary Session 4	Setting the right priorities for a shared vision	Session Chair: Ms Patricia de Suzzoni Chair of CEER's Customers and Retail Markets Working Group
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16.35-16.55	10 min. reports from each of the Break-out Sessions (C and D)	
16.55-17.10	Questions and Answers	
17.10-17.30	Vision Statement and CEER's next steps from a vision to a strategy for action	Lord Mogg CEER President