



## Seminar 2

# A NEW DEAL FOR ENERGY CONSUMERS

Albert Borschette  
Congress Center (CCAB)  
Rue Froissart 36,  
B-1040 Brussels  
Belgium

Outline Programme

ROOM AB-1D

14:45 - 15:35

### FUNCTIONING OF RETAIL ELECTRICITY MARKETS FOR CONSUMERS IN THE EU PRESENTATIONS, REPORTS AND DEBATE

The objective of this session is to update participants on the current consumer market studies carried out by the Commission services in the area of energy and to explore the requirements for a competitive retail market. This will include an update on the findings of the in-depth electricity market study, the vulnerability study and the main findings of the energy poverty study.

The following questions will be addressed during the session:

1. *Are energy markets improving from a consumer perspective in terms of price, quality and access, choice, comparability, switching, innovation and protection of vulnerable consumers?*
2. *What are the requirements for enhanced competition? What are the obstacles?*
3. *What are the vulnerability drivers in the energy sector?*
4. *How to best target measures for vulnerable consumers?*

After introductory remarks by the chairs, three short presentations on the Commission studies will be held by:

- *Femke Dekeulenaer* - IPSOS
- *Dr Charlotte Duke* - London Economics
- *Audrey Dobbins* - USTUTT

The presentations will be followed by an interactive debate with the audience.

#### Chairs

- *Carina Törnblom* - Head of Unit, Consumer strategy, Representation & International Relations, DG Justice and Consumers, European Commission
- *Jan Panek* - Head of Unit, Retail markets, coal and oil, DG Energy

#### Rapporteur

*Davide Puglielli* - Eurelectric

15:35 - 16:20

### CONSUMER RIGHTS IN THE ENERGY LEGISLATION: TRANSPOSITION AND ENFORCEMENT PRESENTATIONS AND DEBATE

The objective of this session is to assess the implementation and enforcement of consumer rights in the energy sector.

Questions for discussion:

1. *What needs still to be done to fully implement the 3rd Energy Package and the Energy Efficiency Directive?*
2. *How could the enforcement of consumer sectoral and horizontal rights be improved?*
3. *How could the role of consumer organisations in the regulatory process be enhanced?*
4. *What is needed to enforce consumer energy rights in the future regional markets?*

To frame the discussion, presentations will be held on topics such as enforcement and unfair contract terms by:

- *Paulo Fonseca* - DECO
- *Marielle Liikanen* - Nordic Energy Regulators
- *Robert Spencer* - Authority for Consumers and Markets, NL

The presentations will be followed by an interactive debate with the audience.

#### Chairs

- *Carina Törnblom* - Head of Unit, Consumer strategy, Representation & International Relations, DG Justice and Consumers, European Commission
- *Jan Panek* - Head of Unit, Retail markets, coal and oil, DG Energy

#### Rapporteur

*Lewis Shand Smith* - NEON

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16:20 – 17:05

## INNOVATION FOR AND BY CONSUMERS

The objective of this session is to discuss the kind of consumer-oriented functionalities, data management systems, interoperability requirements, open standards and automated solutions, which are necessary in order to get consumers engaged with new energy efficiency technologies and markets.

#### Questions for discussion:

1. Which energy services and technologies can be considered innovative as opposed to just “new”?
2. What would be the minimum requirements, conditions and consumer rights for micro-generation to become possible and interesting for consumers?
3. Are consumers aware of and interested in electricity produced from RES? Is there such thing as “green demand”?
4. As regards demand-side flexibility, what are the challenges in relation to consumer engagement?

To frame the discussion, presentations will be held on topics such as demand-response, self-generation, energy efficiency and engagement by consumers by:

- *Zoe Leader* - Citizens Advice
- *Dirk Vansintjan* - Ecopower cvba
- *Ann-Katrin Schenk* - CEDEC

The presentations will be followed by an interactive debate with the audience.

#### Chairs

- *Carina Törnblom* - Head of Unit, Consumer strategy, Representation & International Relations, DG Justice and Consumers, European Commission
- *Jan Panek* - Head of Unit, Retail markets, coal and oil, DG Energy, European Commission

#### Rapporteur

*Monika Stajnarova* (BEUC)

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17:05 – 17:30

## CONCLUSIONS AND KEY MESSAGES

from the workshop to report to the Summit plenary session on Day 2.

#### Rapporteur

*Natalie McCoy* - CEER

