



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 European Commission (Energy)
09.15-09.30	Building a 2020 Vision for Europe's energy customers	Ms Patricia de Suzzoni Chair of CEER's Customers and Retail Markets Working Group
09.30-09.40	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)
09.40-10.40	10 min. testimonials by 6 national customer bodies	
	<ul style="list-style-type: none">• Mr David M. Ortega Peciña, Organización de Consumidores y Usuarios (OCU), Spain• Mr Pawel Rokicki, Association of Polish Consumers, Poland• Mr Pete Moorey, Which?, United Kingdom• Mr Thierry Saniez, Association de consommateurs et d'usagers (CLCV), France• Mr Mauro Zanini, Federconsumatori Nazionale, Italy• Ms Frauke Rogalla, Federation of German Consumer Organisations, Germany	
10.40-10.50	Top Tips on how consumer bodies can tool up to better serve and empower energy consumers	Mr Paolo Martinello 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>	Break-out B – Knowing Your Rights: tools for protection and empowerment <i>(data privacy, complaint handling, vulnerable customers, choice, accessibility and confidence)</i>
	Facilitator: Mr Tomás Gómez, Vice Chair of CEER's Customers and Retail Markets Working Group	Facilitator: Ms Monique Goyens, Director General, BEUC

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

12.30-14.00 **Lunch**

Plenary Session 3 What does the future hold for energy consumers? Session Chair:
Ms Monique Goyens, Director General, BEUC

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**
Member of Commissioner Dalli's cabinet (DG SANCO)
14.30-14.40 EU strategy for energy customers **Mr Philip Lowe**
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?**
(continuous and reliable supply, quality of customer service)
Facilitator: Mr Jan Panek, DG ENER **Break-out D – Finding simplicity amidst market complexity**
(comparable prices and offers, easy access and engagement, technology, automatic/no fuss)
Facilitator: Mr Philip Lewis, VaasaETT

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

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