

EUROPEAN ENERGY CONFERENCE

Development, infrastructures and networks

Transparency, safety, competitiveness

Consumer best practices

20 June 2012, Brussels

European Parliament

Under the Patronage of the Ministry of the Environment

Topics:

- Expected future scenarios in the electricity and gas sectors, strategies pursued by the European Union, Businesses, Regulatory Authorities, in relation to:
 - European energy market and market Regulation
 - European interconnections and national networks, adduction and storage infrastructures
 - Estimated costs of energy bills for families, consumer rights and protection and solidarity for disadvantaged families.
- Comparison of the state of the art of liberalization in the electricity and gas market in Europe, with specific reference to the consumer's point of view and with the participation of representatives from Consumer Associations of some EU Member States.
- Valorisation of best practices in several EU countries, with particular reference to Italy, with respect to: (i) complaint handling and conciliation procedures (ADR) (ii) electronic meters (smart meters), (iii) systems for comparing prices of electricity and gas, (iv) regulation of the Authority to protect residential customers, (v) information to consumers and switching (vi) the role of small consumers (retail) in the energy market.
- Future scenarios on renewable energy, technologies for consumers.
- Promotion of social dialogue between Consumer Associations, Businesses and Regulatory bodies.
- The Sustainable Consumption Foundation for the promotion of networking and information between national Consumer Associations in the EU on energy issues.

Draft Program

Morning Session

- 9.15 a. m. Welcome coffee and registration of participants
- 9.45 a.m. Welcome by **Paola Testori Coggi-DG SANCO**
- 10.00 a. m. The role of Consumers for the development of a social dialogue with Businesses and Institutions, for a competitive and fair energy market.
Paolo Landi – *President of Sustainable Consumption Foundation Italy*
- 10.20 a.m. European electricity market: manufacturing, trading and infrastructure. Effects on competition and consumers.
***Bruno Lescoeur**– *A.D. Edison*
- 10.40 a. m. European gas market: development of infrastructures and networks. Effects on competition, consumers and supply safety.
Leonardo Bellodi – *Executive Vice President Government Affairs Eni*

11.00 a. m.

Panel

The European energy market, infrastructures and interconnections, regulation and control, cost of energy bills, consumer rights and new services, economic sustainability of renewable energy and solidarity for disadvantaged families.

Moderator: **Alessandro Ortis**- Honorary President MEDREG

Speakers:

- **Samuele Furfari** -DG Energy
- **Patrizia Toia** - European Parliament – Research and Energy Committee
- **Marielle Liikanen** - Vice President CEER (Customers & Retail Markets W.G.)
- **Daniel Dobbeni** - ENTSO-E President
- **Vittorio Musazzi**- General Manager ENTSO-G
- **Roberto Zangrandi** - Head of European Public Affairs- Enel Group
- **Paolo Vigevano**- A.D. Acquirente Unico

13.00 p.m.

Lunch break

Afternoon Session

14.45 p.m.

Panel

Benefits and criticalities of liberalizing the electricity and gas market.

Moderator: **Dirk Van Evercooren** – Director Markets at VREG

Speakers:

- **Jacqueline Minor** - Consumer Affairs DG SANCO
- **Paolo Martinello** - BEUC President
- **Stéphan Mialot** - Mediator France
- **Massimo Saotta** – Flaei Cisl
- **Heide Raiscombe** - Consumer Focus (England)
- **Andrzej Bućko** – Vice President Polish Consumers Federation
- **Baiba Miltoviča** - Latvian National Association for Consumer Protection

16.30 p.m.

Closing of conference

Collaboration between national Consumer Associations in the EU on energy issues.

Paolo Landi – President of Sustainable Consumption Foundation.

Morning Session- Hall PHS7C50

Afternoon Session – Hall ASP3H1

*waiting for confirmation



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