

## CEER 2013 Annual Conference on Energy Customers

### *“On the path towards achieving the 2020 Vision”*

Wednesday 19 June 2013

Centre Albert Borschette, rue Froissart 36, 1040 Brussels

A CEER customer conference with the support of the European Commission

### DRAFT Conference Programme

| Time                                                                                                                                            | Session                                                                                                                                                                                                                                                                    | Invited Speakers/Moderators                                                                                                                                      |
|-------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 08.30-09.00                                                                                                                                     | Registration and coffee                                                                                                                                                                                                                                                    |                                                                                                                                                                  |
| Plenary Session 1                                                                                                                               | Implementing a 2020 vision together: a close up on communication and dialogue                                                                                                                                                                                              | Session Chair:<br><b>Lord Mogg</b><br>President, Council of European Energy Regulators                                                                           |
| 09.00-09.15                                                                                                                                     | Welcome                                                                                                                                                                                                                                                                    | <b>Lord Mogg</b>                                                                                                                                                 |
| 09.15-09.30                                                                                                                                     | Opening remarks – <i>How to make the internal energy market deliver for consumers?</i>                                                                                                                                                                                     | <b>Mr Günther Oettinger (tbc)</b><br>EU Commissioner for Energy                                                                                                  |
| 09.30-09.45                                                                                                                                     | <i>Taking the CEER-BEUC Joint Statement forward: a look at how we communicate with customers</i>                                                                                                                                                                           | <b>Mr Peter Vicary-Smith (tbc)</b><br>President of BEUC                                                                                                          |
| 09.45-10.00                                                                                                                                     | <b>Questions and Answers</b>                                                                                                                                                                                                                                               |                                                                                                                                                                  |
| Plenary Session 2                                                                                                                               | Testimonials on first steps towards implementing the 2020 Vision                                                                                                                                                                                                           | Session Chair:<br><b>Ms Monique Goyens (tbc)</b><br>Director General, BEUC                                                                                       |
| 10.00-10.45                                                                                                                                     | 10 minutes testimonials by 4 supporters of the Vision <ul style="list-style-type: none"> <li>• <b>Name</b>, Organisation (tbc)</li> <li>• <b>Name</b>, Organisation (tbc)</li> <li>• <b>Name</b>, Organisation (tbc)</li> <li>• <b>Name</b>, Organisation (tbc)</li> </ul> |                                                                                                                                                                  |
| 10.45-11.15                                                                                                                                     | <b>Questions and Answers</b>                                                                                                                                                                                                                                               |                                                                                                                                                                  |
| 11.15-11.45                                                                                                                                     | <b>Coffee break</b>                                                                                                                                                                                                                                                        |                                                                                                                                                                  |
| <b>Parallel break-out sessions</b><br><i>Moderated discussion in the form of questions to panel members, including questions from the floor</i> |                                                                                                                                                                                                                                                                            |                                                                                                                                                                  |
| 11.45-13.00                                                                                                                                     | <b>Break-out A – Protection and empowerment. Complaint handling: listening and responding to customers</b><br><u>Setting the scene</u><br><b>Mr Dirk Van Evercooren, CEER</b>                                                                                              | <b>Break-out B – Simplicity and affordability. Switching and billing: contacts with customers</b><br><u>Setting the scene</u><br><b>Ms Gunilla Abrandt, CEER</b> |



Panel discussion

Industry perspective (tbc)  
Energy ombudsman (tbc)  
National consumer body (tbc)  
DG SANCO (tbc)

Panel discussion

DSO (tbc)  
Gas supplier (tbc)  
Consumers' perspective (tbc)

13.00-14.00 **Lunch**

Plenary  
Session 3

Putting customers at the centre of EU  
energy policy

Session Chair:

**Ms Despina Spanou (tbc)**

Director, Consumer Affairs Directorate (DG  
SANCO)

14.00-14.15

Opening remarks – *Consumer agenda:  
from agenda setting to concrete actions for  
energy customers*

**Ms Paola Testori Coggi (tbc)**

Director-General for Health and Consumers (DG  
SANCO)

14.15-14.30

*Customers' priorities for CEER Work  
Programme 2014. What are your priorities  
for regulators?*

**Ms Patricia de Suzzoni, CEER**

14.30-15.00

**Questions and Answers**

15.00-15.15

**Coffee break**

**Parallel break-out sessions**

*Moderated discussion in the form of questions to panel members, including questions from the floor*

15.15-16.30

**Break-out C – Protection and  
empowerment.  
Involvement of consumer organisations  
in the regulatory process**

Setting the scene

**Mr Dirk Van Evercooren, CEER**

**Break-out D – Reliability.**

**Data management and DSO services: on the  
path towards improving customer satisfaction**

Setting the scene

**Mr Tomás Gómez, CEER**

Panel session

NRA (tbc)  
National consumer body (tbc)  
National consumer body (tbc)  
National consumer body (tbc)

Panel session

Industry perspective (tbc)  
Manufacturer perspective (tbc)  
National consumer body (tbc)  
DG ENER (tbc)

Plenary  
Session 4

Closing remarks

16.30-16.50

Briefings from break-out sessions

All moderators

16.50-17.00

CEER's next steps

**Ms Patricia de-Suzzoni**  
CEER