

8th Citizens' Energy Forum – Agenda
23-24 February 2016
UK Business Design Centre, 52 Upper Street, London N1 0QH

Day 1

11:30 –12:30 Registration

12:30 - 12:35 **Welcome**
Lord Mogg, CEER/OFGEM

12:35 - 13:00 **Keynote speeches**
Věra Jourová, Commissioner for Justice, Consumers and Gender Equality
Lord Mogg, CEER/OFGEM
Monique Goyens, BEUC

13:00-14:00 **High-level panel discussion on socially responsible and inclusive Energy Union**
Chair: Despina Spanou, Director JUST

Consumer Testimonial (5-10') James Plunkett (Citizens Advice)

Panel discussion: Lord Mogg (CEER/OFGEM), Thomas Lowe (Eurogas), Pierre-Jean Coulon (EESC), Brenda Boardman (University of Oxford)

Focus: Stakeholder views on: (i) the affordability of energy; (ii) targeted support for vulnerable consumers; (iii) the appropriateness of the current consumer protection framework in view of evolving markets; and (iv) further action at national and European level to ensure a fair and inclusive energy transition.

14:00-14:30 **Coffee break**

14:30-15:30 **High-level panel discussion on market design in the retail sector**
Chair: Klaus-Dieter Borchardt, Director ENER

Consumer Testimonial (5-10') Martin Salamon (Danish Consumer Council)

Panel discussion: Antonio Coutinho (Eurelectric), Christian Buchel (EDSO), Patricia de Suzzoni (CEER/CRE), Paul Troughton (EnerNOC)

Focus: Stakeholder views on the measures that are necessary to (i) raise the level of competition; (ii) ensure that the progress in wholesale can be translated into tangible benefits in retail; and (iii) promote efficient operation and digitalization of grids.

15:30 – 15:45 **Introducing the breakout sessions**

15:45–18:15 **Breakout sessions**

Breakout session 1: Empowering consumers through accessible information

This session will aim at gathering stakeholder views on how consumers can be empowered by having access to better information on their bills, and by having the possibility to compare supplier offers based on both the price and non-price elements (fuel mix). Consumers should also be able to switch supplier easily without facing unjustified charges and obstacles. In addition, the session will also address relevant enforcement issues linked to the Third Energy Package.

Chair: Carina Törnblom, DG JUST

Rapporteur: Florian Pichler (CEER/e-Control)

Presentation: Second consumer market study on the functioning of retail electricity markets for consumers in the EU (Femke Dekeulenaer, Ipsos)

Panel discussion:

- Paulo Fonseca (DECO)
- Margot Loudon (Eurogas)
- Mia König (GEODE)
- Lewis Shand Smith NEON

Breakout session 2: Smart and innovative services for consumers/prosumers

This session will look into the preconditions, good practices and incentives for traditional consumers to benefit from an efficient and dynamic energy market. A closer link between the wholesale and retail markets needs to be established so that suppliers and aggregators can offer new types of contracts and services and consumers react to price signals and consume in smarter and more energy-efficient ways. Some consumers may choose to become prosumers and make use of dynamic tariffs, whilst providing flexibility through micro-generation or storage.

Chair: Manuel Sánchez, DG ENER

Rapporteur: Neil Barnes (CEER/Ofgem)

Presentation: Peter Molengraaf (CEO Alliander) - The Universal Smart Energy Framework

Testimonial: Andrzej Bucko, Polish Consumer Federation

Panel discussion:

- Heikki Linnanen, Head of Projects, IT, and Sustainability, Caruna, FI
- Paolo Falcioni, Director General CECED
- Bianca Barth, Policy Director, bne - Association of Energy Market Innovators
- Joerg Muehlenhoff, RES in BEUC (consumer representative)
- Annette Loske, President of IFIEC Europe (industrial (self) consumer)
- Massimo Cavaliere, CEO, Suncity Italy (SME representative)

Breakout session 3: Roles of DSOs in facilitating consumers' market participation

This session will aim at discussing stakeholder views on key issues arising from the present and new DSO roles and responsibilities as regulated actors in the energy system. In particular it will focus on how the DSOs should fulfil their responsibilities for ensuring easy access, availability and protection of consumer consumption data, independently of the adopted data management model.

Chair: Kostas Stamatis, DG ENER

Rapporteur: Philip Baker, Senior Advisor, Regulatory Assistance Project

Presentation: Karin Widegren (CEER/ Swedish Energy Markets Inspectorate)

Panel discussion:

- Frank Mitchell, Eurelectric
- Jean-Jacques Marchais, Orgalime
- Michael Merz, ARGE EDA Management for Oesterreichs Energie
- Tor B. Heiberg, Elhub, the Norwegian Data Hub concept
- Isabelle Buscke, vzbv

18:30 **Cocktail with guest speaker Dermot Nolan, CEO, Ofgem**

Day 2

09:00 – 11:00 Presentations of the work of the “Consumers as Energy Market Actors” and “Vulnerable Consumers” Working Groups (chair: D Spanou)

09:00 – 09:15 Presentation of the report of the “Consumers as Energy Market Actors” Working Group (DG JUST, Georgios Kiriazis)

09:15 – 09:40 Discussion

09:40 – 09:55 Presentation of the Vulnerable Consumer Working Group's main conclusions with regard to addressing energy poverty (in the context of the forthcoming market design initiative) (DG ENER, Eero Ailio)

09:55 – 10:20 Discussion

10:20 – 10:35 Presentation of the results of the Second consumer market study on the functioning of retail electricity markets for consumers in the EU (Femke Dekeulenaer, Ipsos)
Presentation of Pilot Project on measuring energy poverty in the EU (DG ENER, Eero Ailio)

10:35–11:00 Discussion

11:00–11:30 **Coffee break**

11:30–13:00 Reports from the breakout sessions and discussion (chair: K-D Borchardt)

Panellists: Chairpersons and the rapporteurs from the three breakout sessions

Focus: To report on the discussions, present the draft conclusions from the breakout sessions and have them validated by the participants.

13:00–14:00 **Lunch (buffet)**

14:00–16:00 **Conclusions (chairs: K-D Borchardt, D. Spanou)**

End of the Forum