

# CEER 2017 Customer Conference:

## Empowering Clean Energy Self-Consumers and Energy Communities

**Tuesday, 28 November 2017, Brussels**  
*Venue: CEER offices, Cours Saint Michel 30a, Brussels 1040*

### Draft Programme (of invited speakers)

#### 13.00 - 13.30 Registration

13.30 – 13.45 Opening Remarks on empowering consumers and the Partnership for the Enforcement of European Rights (PEER) **Mr Garrett Blaney**  
CEER President

13.45 - 14.00 ACER-CEER Market Monitoring Report – facts and findings on consumer protection, enforcement and retail markets **Mr Florian Pichler**  
CEER

**Session 1** **Billing and Switching** **Ms Patricia de Suzzoni**  
Chair of Customers and Retail Markets Working Group, CEER

14.00 - 15.30 **- How to solve the No. 1 energy complaint - Billing**  
**- How to make Supplier Switching fast and easy**  
(Panel discussion and interactions from the floor)

- Ms Monika DeVolder, BEUC
- Mr Roberto Zangrandi, EDSO for Smart Grids
- Ms Frederique Coffre, French Energy Ombudsmen
- Ms Monica Immovilli, EURELECTRIC

#### 15.30 - 15.50 Coffee

**Session 2** **Active Customers - Prosumers, Communities and Dynamic Prices** **Mr Martin Salamon**  
Chief Economist  
Danish Consumer Council

15.50 - 16.05 Prosumer Report – Findings and Recommendations **Ms Georgios Kiriazis**  
Directorate for Consumers,  
DG JUST, European Commission

16.05 - 17.20 **Panel discussion on Active Customers**  
(in the form of short Q&As with panel members)

Are consumers sufficiently empowered and protected in the Clean Energy proposals and what more needs to be done?

**Mr Thomas Bobinger**  
vzbv, Germany

How can the Clean Energy proposals be best shaped to help social housing projects /vulnerable customers benefit from the Internal Energy Market?

**Mr Eero Ailio**  
DG ENER, European Commission

Should the Clean Energy laws mandate dynamic prices? Lessons from the Nordic experience.

**Ms Eva Lendic**  
Umeå Energi, Sweden

How should regulation be designed so that everyone pays their fair share of network and system costs?

**Mr Andy Burgess**  
CEER Distribution Systems Working Group

17.20 - 17.30 Concluding Remarks

**Mr Roberto Malamann**  
Vice Chair of Customers and Retail Markets Working Group, CEER