

The customer perspective

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EASTERN PARTNERSHIP PLATFORM 3: "Energy Security" 1st WORKSHOP ON REGULATORY CONVERGENCE THE ENERGY REGULATORS ROLE, POWERS AND CHALLENGES



3rd package



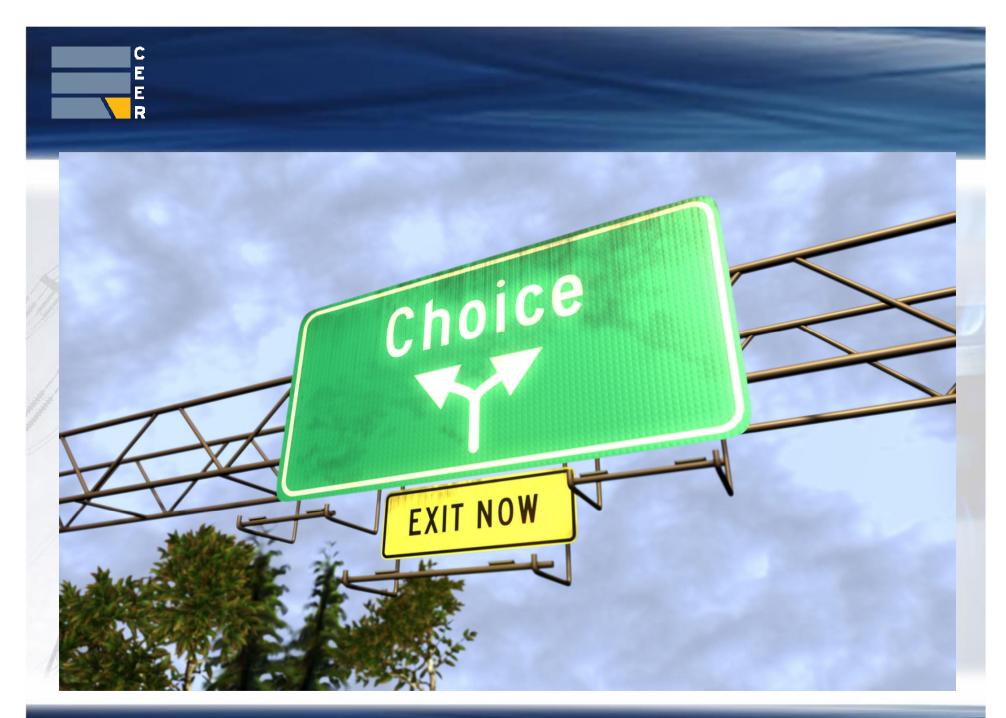
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Previous work by CEER

- Status Review on regulatory aspects on smart metering; electricity and gas (2009)
- ➤GGP on regulatory aspects of smart metering; electricity and gas (2011)
- ➤ Advice on Demand Response; electricity (2011)
- ➤ GGP on Market design(2012)
 - >Supplier centric model
 - **>**billing
 - **>**moving





WP 2012

- CEER Benchmarking Report on Meter Data Management in a Smart Metering Environment Case Studies
- Retail Market Provisions from the 3rd Package, as of 1 January 2012
 - ➤ Vulnerable customers
 - >EC Working Group on vulnerable customers





Building a 2020 Vision for Europe's energy customers 2020

- Affordability
- Simplicity
- Reliability
- Protection and empowerment



Building a 2020 Vision for Europe's energy customers 2020

Draft Customer Driven Vision Spring 2012

Customer conference June 2012

Developthe vision Autumn2012

Present vision at CEF
Nov 2012

Develop Action Plan Early 2013

Annual Review CEF 2013-2014

Implementation and Monitoring

Ongoing 2014-2020



Thank you for your attention!

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