

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



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



- CEER Benchmarking Report on Meter Data Management in a Smart Metering Environment - Case Studies
- CEER Status Review of Customer and 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**
- Develop the vision **Autumn 2012**
- 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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