

# **STRIKING A BALANCE IN THE MIDST OF CHANGE**



**WORLD FORUM ON  
ENERGY REGULATION V**

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**MAY 13 TO 16, 2012**



## LODGING

Two hotels, located less than two minutes walking distance from the Québec City Convention Centre, are World Forum partners.

From the Forum website, you have access to preferential rates for these two institutions.



## QUÉBEC CITY CONVENTION CENTRE

[www.convention.qc.ca](http://www.convention.qc.ca)

The Québec City Convention Centre is an exceptional meeting place for the Forum, in the heart of a charming city. It is renowned for its solid reputation, prestigious events and cutting-edge technology. Within its walls you will find a vibrant, healthy, and comfortable atmosphere and an exceptionally courteous staff.



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To register, please complete the form on our website, in four easy steps. If you wish to be accompanied by your spouse and enjoy our spouses' programme, please fill the right-end section of each step of your registration.





# THE ULTIMATE RENDEZ-VOUS FOR THE ENERGY WORLD!

**T**he Fifth World Forum on Energy Regulation offers a dynamic, relevant program that covers current concerns. With the theme of **Striking a Balance in the Midst of Change**, it will stimulate lively exchanges between regulatory experts, decision makers and key players in the energy sector.

As regulators from around the world are challenged to maintain a balanced approach to complex issues, the Forum will provide them a unique opportunity. The 1,000 participants from 100 countries will be able to examine the latest developments, share their best practices, consider the future of energy regulation, and connect with the key figures in the field.

The host of this Forum is the Régie de l'énergie du Québec. The Régie created and organized the First World Forum, in 2000 in Montreal. Twelve years later, the proposed program gives us a chance to see how far this new global community has come!

In 2009, at the Fourth World Forum in Athens, the International Confederation of Energy Regulators was founded. The 2012 Programme will present the results of ICER's work and deliberations. To prepare for this fifth edition, the 12 regional associations of regulators from five continents came together to offer you a programme that presents a truly global perspective on the key issues of the day facing energy regulators.

In short, this is the outstanding global rendezvous for those interested in energy.

See you in Québec City, May 13 to 16, 2012!

**Jean-Paul Théorêt**

Chairman, World Forum on Energy Regulation V  
President, Régie de l'énergie, Québec

# Québec City

**an exceptional destination!**



Founded in 1608, Québec City is more than 400 years old. This city occupies a unique geographical and cultural crossroads, as a bridge between Europe and the Americas. Québec City occupies a vital role on the international scene.

World-renowned for its rich history and heritage, Québec City is also a modern and bustling city. Its status as a World Heritage site, recognized by UNESCO, also contributes to its international reputation.



[www.lesruesdequebec.com](http://www.lesruesdequebec.com)

Now at your fingertips, all the information of Québec City's commercial arteries is available on your iPhone, iPod touch or iPad. Local News, Upcoming Events, Business Listings, Tourist Information, Interactive Thematic Trails, Special Promotions are just a few of the tools at your disposal.

Download this iPhone application for free and visit Québec City streets!





[www.quebecregion.com](http://www.quebecregion.com)

Official website of Québec City: you will find lots of tourist tips and practical information. Learn about your destination and enjoy your stay here even more!







## SPOUSE PROGRAMME \*

Our spouse programme will offer exceptional visits in Québec City, recognized by UNESCO as a World Heritage site.

### Day 1 Monday, May 14

- 09:00 to 12:00 Old Québec visit (Part 1)
- 12:00 to 13:30 Meal
- 13:30 to 16:30 Old Québec visit (Part 2)

### Day 2 Tuesday, May 15

- 09:00 to 12:00 Wendake visit, Indian Nation located near Québec City
- 12:00 to 13:30 Typical Indian meal at Huron–Wyandot Nation
- 14:00 to 17:00 Shopping in Old Québec

\* Registration in advance to the Spouse Programme required.







# Preliminary Programme



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## TOPICS

- Regulatory best practices
- Consumer issues
- Opening of markets
- Technological change and renewables

# Sunday – May 13, 2012



REGISTRATION (ALL DAY)

17:00 WELCOMING COCKTAIL

19:00 FREE EVENING

# Monday – May 14, 2012

07:30 BREAKFAST FOR ALL

08:30 OPENING – Welcome address

**Mr. JEAN-PAUL THÉORËT**

Chairman, World Forum on Energy Regulation V  
President, Régie de l'énergie

**The Honourable JOE OLIVER**

Minister of Natural Resources (CANADA)

**Mr. CLÉMENT GIGNAC**

Minister of Natural Resources and Wildlife (QUÉBEC)  
Minister responsible for Plan Nord

09:30 PLENARY – ICER

## Looking ahead at challenging energy issues for regulators

**Lord MOGG** (GREAT BRITAIN)

Chair, International Confederation of Energy Regulators  
Chairman, OFGEM (Great Britain)

10:00 NETWORKING BREAK

10:30 PLENARY – **Regulatory best practices**

## The view from the stakeholder

What regulatory approaches are successful from a stakeholder's point of view? How is success defined? What regulatory tools and techniques work well, and which ones are not meeting their needs? Are stakeholders adequately engaged in regulatory processes, and what can be done to make regulation more effective? Major stakeholders, ranging from regulated industries to industrial customers to end user consumers, will provide their answers to these and other questions, and will offer their views on how well regulation is working and how to improve it.

**Mr. FERNAND FELZINGER**

President, International Federation of Industrial Energy Consumers

**Mr. CHRISTOPH FREI**

Secretary General, World Energy Council

**Mr. THIERRY VANDAL** (CANADA)

President & CEO, Hydro-Québec

**MODERATOR**

**Mrs. MICHÈLE BOISVERT**

Director, La Presse Affaires



12:00 LUNCH – Keynote speaker

### Global natural gas and electricity markets outlook

**Mr. DIDIER HOUSSIN**  
Director of Energy and Markets and Security  
International Energy Agency

13:30 PLENARY – **Consumer issues**

The regulator faces a daily task of balancing interests: between different customer classes or between the utility shareholders and the customers; and between the rate-paying consumers and the overall public interest, where costs may also be borne by taxpayers. Regulatory decisions which protect the overall public interest may sometimes appear to be in conflict with decisions which would provide the lowest possible rates for customers. This plenary will examine problems encountered in striking a fair balance.

**Mrs. PAULA CARMODY** (USA)  
President, National Association of State Utility Consumer Advocates  
**Mr. DOUG KELLN** (CANADA)  
President and Chief Executive Officer, SaskEnergy Incorporated  
**Mr. SERGEY NOVIKOV** (RUSSIA)  
Chairman, Federal Tariff Service

**MODERATOR**  
**Mrs. MICHÈLE BOISVERT**  
Director, La Presse Affaires

15:00 NETWORKING BREAK

15:30 CONCURRENT SESSIONS

### The consumer and new smart technologies

What are the benefits and impacts of “smart” technologies on consumers? This session addresses customer concerns regarding the integration of new technologies into the grid, and provides consumer representatives and other stakeholders with the opportunity to explain their views about this process.

**Mrs. MAUREEN HARRIS** (USA)  
Commissioner, New York State Public Service Commission  
**Mrs. HELEN MCCALLUM**  
Acting Director General, Consumers International  
**Mr. KEN QUESNELLE** (CANADA)  
Commissioner, Ontario Energy Board  
Chair, ICER Virtual Working Group – Affordability and Competitiveness

**MODERATOR**  
**Mr. NADJIB OTMANE**  
Chair, Mediterranean Regulators for Electricity and Gas (MEDREG)

### Balancing the new power paradigm – regulators, utilities and government

What is the make-up of a regulatory agency? What skills, knowledge and tools are necessary? This session addresses these questions, and will be of interest to new regulatory bodies as well as those which have a long history. It will include a vital discussion of how to maintain the independence of the regulator vis-à-vis governments, industry and public opinion.

**Mr. GAÉTAN CARON** (CANADA)  
President & CEO, National Energy Board  
**Mr. ANTON EBERHARD** (SOUTH AFRICA)  
Professor, University of Cape Town  
**Mr. VICTOR PARLICOV** (MOLDOVIA)  
Director General, National Energy Regulatory Agency

**MODERATOR**  
**Lord MOGG**  
Chair, Council of European Energy Regulators (CEER)

### Rethinking the electricity grid

“Smart” network technology for transmission and distribution allows constant real-time monitoring and management, and real-time metering for customers. It also presents numerous challenges to regulators. This session will look at: how regulators can address supply and demand, issues of privacy and cyber-security, and the overall cost/benefit analysis of investments in smart networks.

**Mr. BRANKO BJELAJAC** (SWITZERLAND)  
Executive Vice President & Chief Technology Officer, Landis+Gyr  
**Mrs. PATRICIA DE SUZZONI** (FRANCE)  
Advisor to the Chair, Commission de régulation de l'énergie  
**Mr. PHILIP MOELLER** (USA)  
Commissioner, Federal Energy Regulatory Commission

**MODERATOR**  
**Mr. JOHN PIERCE**  
Chair, Australian Energy Market Commission (AEMC)

19:00 FREE EVENING

# Tuesday – May 15, 2012



07:30 BREAKFAST FOR ALL

08:30 PLENARY – **Opening of markets**

## Changing market boundaries

Globalization of natural gas markets and continentalization of electricity markets are causing a blurring of market boundaries, and putting constraints on regulators. Some energy issues are fraught with consequences for international relations. Conflicts or natural disasters anywhere in the world can disrupt supply and prices in a jurisdiction. This session will present cases and consider how regulators can deal effectively with these situations.

**Mr. JIM BURPEE** (CANADA)

President & Chief Executive Officer, Canadian Electricity Association

**Mr. RAHIM HASHIM**

President, International Gas Union

**Mrs. MARIA VAGLIASINDI**

Lead Economist – Energy Anchor Sustainable Energy Department, World Bank

**Mrs. CRISTINA VAZQUEZ** (URUGUAY)

Senior Counsel, Ferrere Abogados

**MODERATOR**

**Mr. SHAWN MCCARTHY**

National Business Correspondent, The Globe and Mail

10:00 NETWORKING BREAK

10:30 CONCURRENT SESSIONS

## Ensuring universal service

One of the core tasks of regulators is to ensure that all consumers have access to energy. This task will be examined from different perspectives: from meeting the needs of remote customers, to sharing the costs of universal service, to the particular challenges faced by regulators who must deal with energy poverty in developing markets.

**Mr. MARTIN HILLER**

Director General, Renewable Energy & Energy Efficiency Partnership

**Mr. YANG KUN** (CHINA)

Chief Engineer, State Electricity Regulatory Commission

**Mrs. PHINDILE NZIMANDE** (SOUTH AFRICA)

Chief Executive Officer, National Energy Regulator of South Africa

**MODERATOR**

**Mr. GABOR SZORENYI**

Chair, Energy Regulators Regional Association (ERRA)

## The role of investment in enhancing security of supply

This session will consider how regulators can help ensure security of supply by encouraging infrastructure investment while protecting the overall public interest. It will address financial risk and challenges particular to developing markets; the renewed interest in long-term contracts; and specific issues associated with cross-border projects, from regulatory oversight, to securing financing, to allocating cost.

**Mr. CARLO CREA** (ITALY)

Director of International Affairs, Autorità per l'energia elettrica e il gas  
Chair, ICER Virtual Working Group – Security of supply

**Mr. MICHAEL M. FORTIER** (CANADA)

Vice Chairman, Corporate Finance, RBC Capital Markets

**Mr. KONSTANTIN STASCHUS**

Secretary General, European Network of Transmission System Operators for Electricity

**MODERATOR**

**Mrs. LISE DUQUETTE**

Chair, Canada's Energy and Utility Regulators (CAMPUT)

## The environmental impacts of the current electricity generation fuel mix

Fossil fuels and uranium remain far more significant sources of energy for electricity generation than renewables. What is the future for nuclear energy? Is carbon capture and storage a viable answer for fossil fuels? What are the problems and possible outcomes of moving away from the current fuel mix? This session will examine the environmental and economic implications of the current fuel mix.

**Mrs. JEANNE FOX** (USA)

Commissioner, New Jersey Board of Public Utilities

**Mr. PETER KADERJAK** (Hungary)

Director, Regional Centre for Energy Policy Research, Corvinus University of Budapest

**Mr. JOHN PIERCE** (AUSTRALIA)

Chairman, Australian Energy Market Commission

**MODERATOR**

**Mr. CARMINE PIANTEDOSI**

Vice Chair, East Asia and Pacific Infrastructure Regulatory Forum (EAPIRF)



12:00 LUNCH – Keynote speaker  
**ICER Distinguished Scholar Awards Ceremony**

13:30 PLENARY – **Technological change and renewables**

### How energy networks must change to adapt to new inputs

Energy networks are being challenged to adapt to changing sources of energy. For electricity: wind, micro-generation, and distributed generation present formidable network technical issues. For natural gas: new ways of producing gas, such as shale gas, biogas, and coal bed methane, may affect the economics of existing pipelines. This session will address these changes from the regulator's perspective, and consider regulatory approaches that could help gas and electricity networks to adapt.

**Mr. RUSSELL K. GIRLING** (CANADA)  
President & CEO, TransCanada Corporation

**Mr. DANIEL KAMMEN**  
Professor of Energy, University of California Berkeley

**Mr. JA-YOON KOO** (KOREA)  
Chair, Korean Electricity Regulatory Commission

**Mr. KLAUS WUCHERER**  
President, International Electrotechnical Commission

**MODERATOR**

**Mr. SHAWN MCCARTHY**  
National Business Correspondent, The Globe and Mail

15:00 NETWORKING BREAK

15:30 CONCURRENT SESSIONS

### Consumer empowerment: the consumer's role in energy markets

While regulators usually deal most directly with the utilities and supply issues, this session addresses the consumer and demand issues. This session will present an opportunity for the different market actors to discuss and assess efforts to address consumer needs in energy markets.

**Mr. BERNARDO ALTAMIRANO RODRIGUEZ** (MEXICO)  
Federal Consumer Attorney, Procuraduría Federal del Consumidor

**Mr. ALPARSLAN BAYRAKTAR** (TURKEY)  
Commissioner, Energy Regulatory Authority

**Mr. ADAM WHITE** (CANADA)  
President, Association of Major Power Consumers of Ontario

**MODERATOR**

**Mrs. PHINDILE NZIMANDE**  
Chair, Regional Electricity Regulators Association of Southern Africa (RERA)

### The challenge of globalized natural gas markets

To help regulators in their efforts to ensure secure supplies and stable prices in natural gas, this session will address salient questions about the globalization of natural gas: competition for resources, investments and the impact of LNG and shale gas on trade and prices.

**Mrs. SOPHIE BROCHU** (CANADA)  
President & CEO, Gaz Métro

**Mr. SERGEY PALTSEV** (USA)  
Principal Research Scientist – Joint Program,  
Massachusetts Institute of Technology

**Mr. RAUL YUNTA HUETE** (SPAIN)  
Director of Hydrocarbons, Comisión Nacional de Energía

**MODERATOR**

**Mr. FRANCISCO SALAZAR**  
Acting Chair, Asociación Iberoamericana de Entidades  
Reguladoras de la Energía (ARIAE)

### Best practices and innovation

In this session, regulators will discuss initiatives to share regulatory best practices and expertise among themselves and to inform the general public about regulation. The session will also address areas of interest to both regulators and stakeholders, including regulatory transparency, engaging with stakeholders, and encouraging public participation.

**Mr. JOHN W. BETKOSKI** (USA)  
Vice Chairman, Connecticut Department of Public Utility Control  
Chair, ICER Virtual Working Group – Education, Training and Best Practices

**Mr. JEAN-MICHEL GLACHANT** (ITALY)  
Director, Florence School of Regulation

**Mr. NELSON JOSÉ HÛBNER MOREIRA** (BRAZIL)  
Director General, Agência Nacional de Energia Elétrica

**MODERATOR**

**Mr. ZIA MIAN**  
Chair, Organisation of Caribbean Utility Regulators (OOCUR)

19:00 GALA EVENING

# Wednesday – May 16, 2012



07:30 BREAKFAST FOR ALL

08:45 CONCURRENT SESSIONS

## Integration of renewable energy

This session will look at the integration of renewable energy sources and the micro-generation and distributed generation patterns they often entail. Participants will hear about experiences in integrating renewables into an existing grid and existing fuel mix, including economic and reliability implications, and how regulators can improve this process.

**Mr. COLIN ANDERSEN** (CANADA)  
Chief Executive Officer, Ontario Power Authority

**Mr. HENRY A. COURTRIGHT** (USA)  
Senior Vice President, Global Member and External Relations, Electric Power Research Institute

**Mrs. YVONNE FREDRIKSSON** (SWEDEN)  
Director General, Energy Markets Inspectorate  
Chair, ICER Virtual Working Group – Climate Change

**MODERATOR**

**Mr. PRAMOD DEO**  
Chair, South Asia Forum for Infrastructure Regulation (SAFIR)

## Developing regional markets

This session will address financial, technical and jurisdictional aspects of developing regional energy markets, from a regulator's perspective. Participants will share experiences in market integration. Industry and regulators in various markets will be invited to present their respective views on their experiences.

**Mr. ALISON CHIKOVA** (SOUTH AFRICA)  
Chief Engineer, Southern African Power Pool

**Mr. CARLOS COLOM BICKFORD** (GUATEMALA)  
Chairman, Comisión Nacional de Energía Eléctrica

**Mr. JORGE MERCADO**  
Energy Specialist, InterAmerican Development Bank

**Mr. ALBERTO POTOTSCHNIG**  
Director, Agency for the Cooperation of Energy Regulators

**MODERATOR**

**Mrs. DEBBIE ROETS**  
Acting Executive Secretary, African Forum for Utility Regulators (AFUR)

## Regulating to encourage innovation

Traditional energy regulation, based on cost of service, may discourage innovation and reward conservatism in utility management. This session will look at recent experiences in developing rate-setting approaches that seek to overcome this effect, and encourage innovation.

**Mr. GUIDO BORTONI** (ITALY)  
President, Autorità per l'energia elettrica e il gas

**Mr. ASHLEY BROWN** (USA)  
Executive Director – Harvard Electricity Policy Group, Harvard University

**Mr. STEPHEN LITTLECHILD** (UK)  
Professor, University of Cambridge

**Mr. JON WELLINGHOFF** (USA)  
Chairman, Federal Energy Regulatory Commission

**MODERATOR**

**Mr. DAVID WRIGHT**  
Chair, National Association of Regulatory Utility Commissioners (NARUC)

10:15 NETWORKING BREAK

10:45 PLENARY – Roundtable

## How to strike a balance

This final roundtable on the world's energy markets, with representatives from the 12 regional associations, will be followed by the official closing of the Conference.

Leaders of the 12 Energy Regulators Regional Associations

11:45 CLOSING REMARKS

**Mr. JEAN-PAUL THÉORËT**  
Chairman, World Forum on Energy Regulation V

12:00 FAREWELL RECEPTION





# Transportation

## BY AIR

2008 marks the beginning of new era for Québec City's Jean Lesage International Airport, with the inauguration of a modern and more user-friendly new airport. It is about 20 kilometers from downtown (25 minutes from the convention center). The cost of a taxi ride to downtown Québec City is fixed at \$32.50.



## BY CAR

Two highways link Montreal and Québec City: Highway 40 (North Shore of the St. Lawrence River) and Highway 20 (South Shore of the St. Lawrence River). In both cases the trip is about 250 kilometers and takes about 2 hours and 30 minutes.



## BY TRAIN

Via Rail offers four trains daily from Montreal to Québec City. The trip takes about 3 hours and 15 minutes.



## BY BUS

Orléans Express serves the Montréal-Québec corridor with departures daily, almost every hour. The trip takes 2 hours and 45 minutes.



# Practical Information



## VISA

When you enter Canada, you need to have a valid passport. **In addition to having a valid passport, visitors from certain countries also need a visit visa.** Make sure you have all the information you need from the Consulate or Embassy of Canada in your country, or on the Citizenship and Immigration Canada website at [www.cic.gc.ca/english](http://www.cic.gc.ca/english).

Certain products cannot be brought into Québec. For more information on what you can bring with you, visit the Canada Border Services Agency website at [www.cbsa-asfc.gc.ca](http://www.cbsa-asfc.gc.ca) to get the complete list of the articles you can or cannot bring. Whether you are coming to Québec by plane, train, bus or car, you will have to submit to a customs control. **It is your responsibility to have the appropriate visas and travel documentation.**



## CURRENCY AND FOREIGN EXCHANGE

The currency used in Québec is the Canadian dollar. It is divided into 100 cents. Canadian money is available in 5, 10, 20, 50 and 100 dollar bills and in coins of 1, 5, 10 and 25 cents, as well as in 1 and 2 dollar coins.

You can change your money in most of the banks (be careful because they have reduced opening hours), as well as in the currency exchange bureaus in major hotels, in airports and in some of the larger cities. If you wish to know how much your money is worth in Canadian dollars, you can visit the following website: [www.xe.com](http://www.xe.com).







### **AVERAGE TEMPERATURES IN QUÉBEC CITY IN MAY**

Maximum 17°C (63°F)  
Minimum 05°C (41°F)



### **SMOKING**

The Tobacco Law forbids smoking in all public buildings, including bars and restaurants.



### **CREDIT CARDS**

Major credit cards such as American Express, MasterCard and Visa are accepted almost everywhere.



### **ELECTRICITY**

Québec's electrical current is 60 cycles, 110 volts. An adapter is needed for electrical appliances using another type of current, such as the 220-volt European system.



### **EMERGENCY**

Some people who are in Québec are not covered by the health insurance program. They must pay for their own medical costs. Please check your health insurance requirements before you leave for Québec City.



### **TAXES IN QUÉBEC**

Prices advertised in Québec usually exclude taxes. When you go to pay, the following taxes will be added: the GST (5% of the sales price) and the QST (9.5% of the sales price plus the GST).



### **SHOPPING HOURS**

Most businesses, including shopping centres, are open as follows:

**Monday to Wednesday: 9:30 to 17:30**

**Thursday and Friday: 9:00 to 21:00**

**Saturday: 9:30 to 17:00**

**Sunday: 10:00 to 17:00**

(some merchants may only open at noon)



### **BANKS AND CAISSES POPULAIRES (CREDIT UNIONS)**

Normal banking hours are from 10:00 to 15:00, Monday through Friday, with extended hours on Thursday, Friday and Saturday at some locations. Traveler's cheques, ideally in Canadian funds, are the safest way to carry money and are accepted by banks and major commercial establishments.

With the advent of automated teller machines, visitors can do banking through network systems like "Plus", "Cirrus", "Interac", etc.



### **GRATUITIES**

Tips are rarely included on bills in Québec. The commonly used calculation for tipping is 15% of the amount of the bill before taxes.

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