

# **CEER complementary initiatives to empowering customers and exchanging experience**

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# Presentation outline

- **ACER/CEER complementary approach to energy regulation**
- CEER initiative to build a shared “2020 vision for Europe's energy customers”
- Exchanging regulatory experience at international level

# A complementary approach to energy regulation

- **ACER**: statutory tasks related to **cross-border market development and oversight within the European Union**
- **CEER** works closely with and supports the work of ACER  
Additionally:
  - **broader variety of issues**
    - e.g. customer rights, sustainable development and climate change, technological development of electricity and gas networks
  - **broader vision of Europe's energy landscape**
    - e.g. CEER's international work

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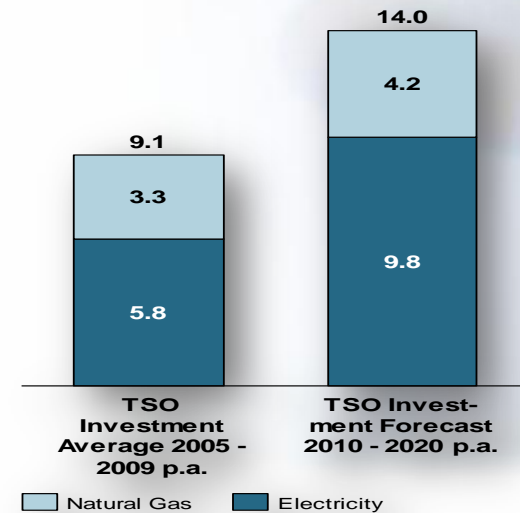
# Challenges by 2020

- European 20-20-20 environmental goals
- A single energy wholesale market by 2014



**Substantial investments needed with consequences on energy prices**

- Power generation
- Transmission
- Distribution, including roll-out of **smart metering** systems for electricity and gas



# Market development is progressing

- Retail markets have been **fully opened to competition** since July 2007
- **Consumer-focused dispositions** introduced in EU legislative framework applicable since 2011:
  - **Regulators' duty** is to help develop in a cost-effective way a **customer-oriented energy market**
  - **Detailed customer rights**
  - **Monitoring duties shared** among NRAs and ACER

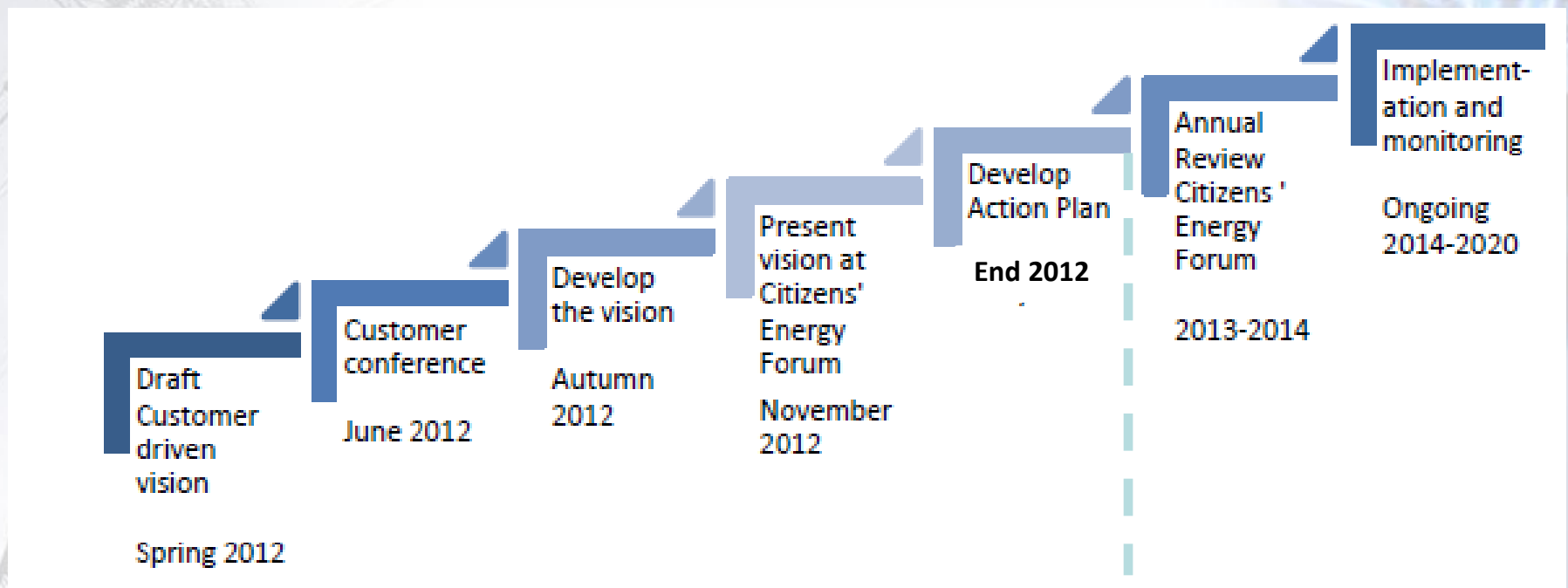
# Key features of EU retail energy markets in 2011

Observations	Conclusions/recommendations
Still predominant regulated end-user prices	Regulated prices should be removed where a sufficient level of competition is achieved
Upward trend in prices	Crucial role of <b>taxes and levies (including RES support schemes)</b> driving prices up Closer <b>monitoring of wholesale-retail price transmission mechanisms</b> needed
Low switching rates	Suggest that an improved level of <b>competition would provide greater benefits</b> <b>Non-price competition</b> requires closer monitoring
Differences in retail market designs	<b>Barriers to entry</b> should be removed <b>Cross-border retail markets development</b> need to be addressed
<b>Complaints</b> concern billing, metering, prices and switching	Practical implementation of legal requirements need to be ensured Greater transparency needed

[ACER/CEER Market Monitoring Report](#)

# Towards a “2020 vision for Europe's energy customers”

- In 2012, CEER launched an **important consultation process** to build a shared “**2020 vision for Europe's energy customers**”

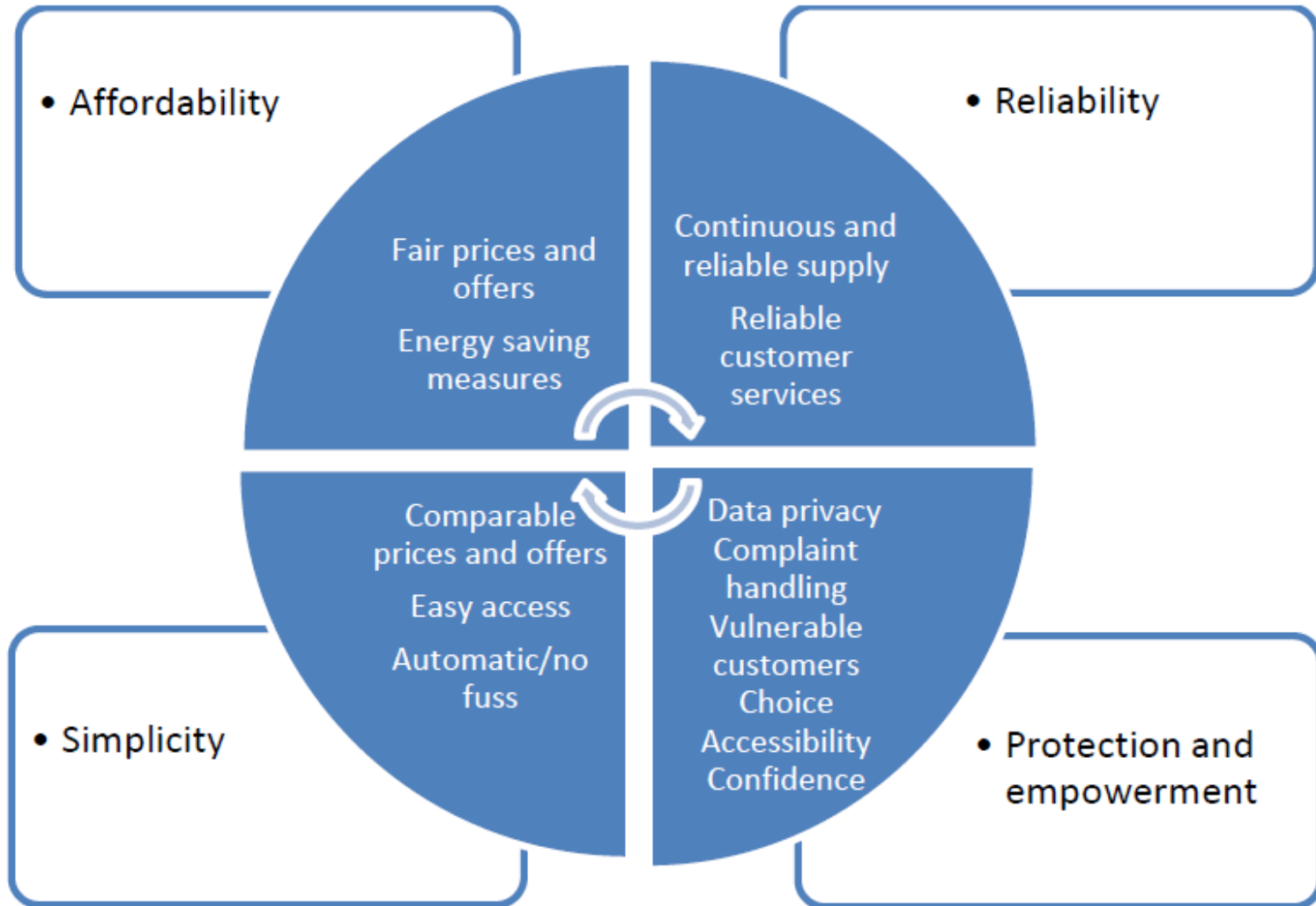




# 2020 vision of the retail market

- A market that
  - puts **smaller customers** first
  - understands the **diverse needs of customers** and delivers **services** that meet those needs
  - anticipates **future needs** and takes steps to **protect** the interests of **future customers**
  - uses **resources efficiently** and offers a **fair deal**

# 2020 vision principles



# 2020 vision supported by many stakeholders

- **Joint statement of CEER and BEUC**, the European Consumer organisation
- **Supported by**
  - the **Citizen's energy forum**, which gathers Member State governments, the European Commission, energy consumers and stakeholders as well as regulators annually to discuss implementation of competitive, energy-efficient and fair retail markets
  - **Stakeholders group**, including alternative dispute resolution bodies, suppliers, DSOs, TSOs, IT industry
- **Translated** into multiple languages, including [Spanish](#)

# CEER contribution to achieve the vision

- **Engaging with policy-makers** to ensure appropriate consideration of customer interests into technical decisions
- Improving our own effectiveness in
  - **engaging** with customer organisations
  - **analysing** and **understanding** customer impacts
- Identifying and sharing **best practice**
- Ensuring that issues are identified early, analysed objectively and evidence is **clearly communicated**
- Developing **advice** and **guidance**

# CEER action plan

2012

- Status review of **EU's legislation implementation**
- Benchmarking report on **meter data management**

2013

- Advice on **data management** for better retail market functioning
- Advice on **green electricity offers**
- Status review of **smart metering regulation**
- Status review of customer **access to the cost & sources of energy and efficiency schemes**

## Wider measures

- Setting future work in relation with **EU legislation developments**
- Developing new forms of **communication / Better use of available information**
- Developing **new approaches to customer engagement**
- Supporting **capacity building**

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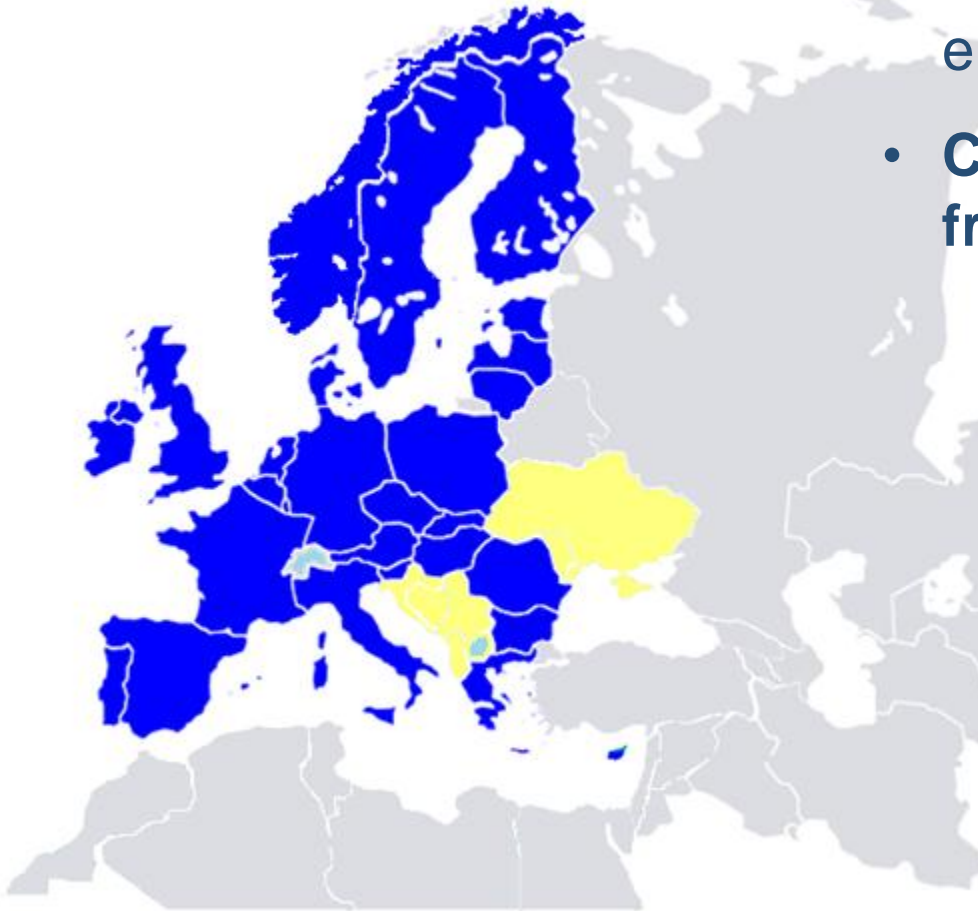
# CEER international dimension supports 2020 vision

## Key principles and objectives

- **Strengthening mutual understanding and learning further from the experience of fellow regulators and authorities**
- **Exchanging best practices** with regulators and regional regulatory associations around the world
- **Providing experience and assistance** to interested counterparts worldwide
- **Participating in the wider global energy discourse** to raise awareness of regulation and its role in **tackling energy security and climate change challenges**

# Working with our nearby neighbours

## The Energy Community



- **Energy Community** to apply EU energy legislation by 2015
- **Comprehensive cooperation framework** in place:
  - Longstanding ties established between regulators
  - Common good practices guidelines (e.g. on voltage quality regulation) and monitoring methodologies
  - Joint workshop targeting consumer protection and empowerment soon, together with ERRA



# Working with our nearby neighbours

## The Eastern Partnership

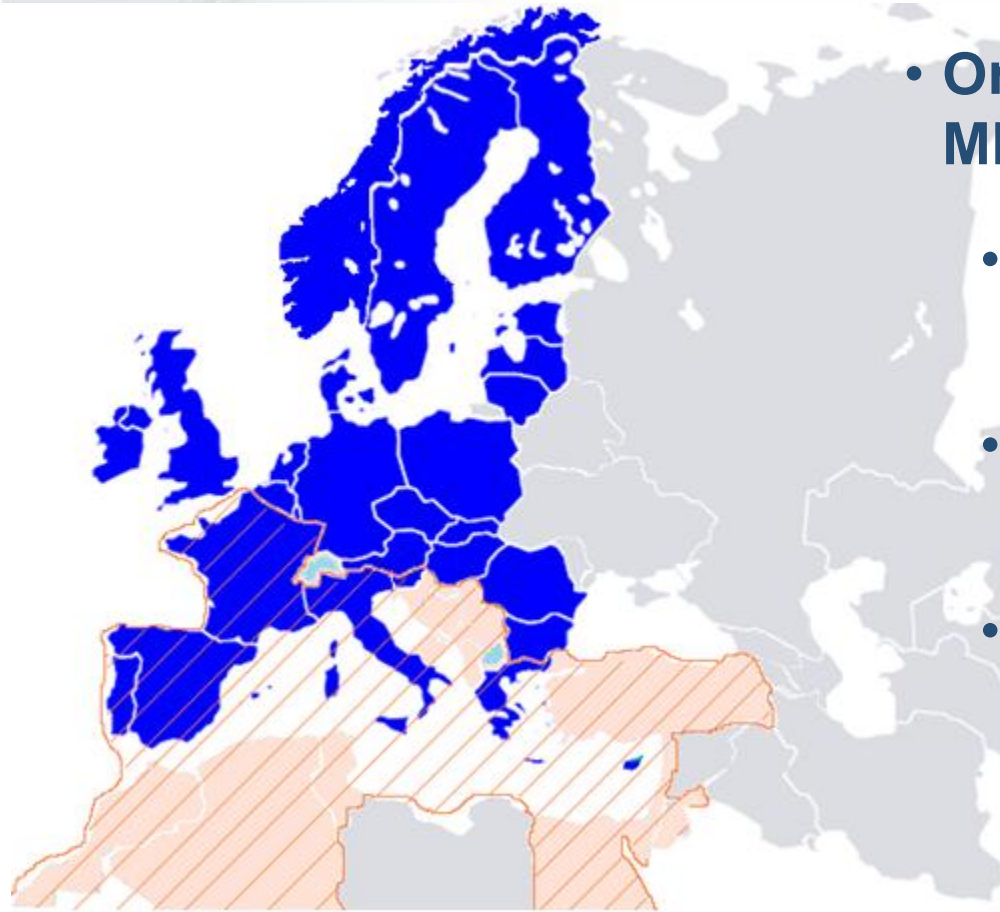
- **2-year programme** launched with regulators and authorities from **Eastern European and Southern Caucasian states**
  - 2012 focus on regulatory decision making and regulators' role towards consumers
  - 2013 focus on regulatory tools in support of **infrastructure development, interconnection and diversification of supplies**



# Working with our nearby neighbours

## The Mediterranean

- Ongoing dialogue with **MEDREG** as a key principle:
  - Institution / capacity building at national and regional levels
  - Electricity and gas infrastructures promotion
  - Regulation in support of renewable energy sources' development



# Considering the wider context of international energy markets trends

- **Bilaterally with regulators and/or regulators associations from**
  - **Asia** on overall regulatory framework and market arrangements
  - **Africa** on regulatory decision-making, infrastructure development and regional integration
  - the **Russian Federation** on infrastructure and market developments, transparency, capacity markets
  - the **USA** on regulatory incentives, market monitoring, long-term perspectives such as cyber security and shale gas development
  - **Latin America** on renewable energy and infrastructure development, market development and consumer protection
- Globally through **important international energy initiatives** (e.g. **WFER, Regulators' G20**) and through **ICER**

The background of the slide is a light blue gradient with a faint image of a power transmission tower on the left and a gas burner with blue flames on the right.

Thank you for your attention!

[www.energy-regulators.eu](http://www.energy-regulators.eu)