



Fostering energy markets, empowering **consumers**.

CEER 2021 Work Programme

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Table of contents

1. Introduction	3
1.1. Who is CEER?	3
1.2. CEER as a valued partner.....	3
2. CEER’s 3D Strategy (2019 - 2021)	4
2.1. Digitalisation in the consumer interest.....	4
2.2. Decarbonisation at least cost	4
2.3. Dynamic regulation	4
3. CEER work areas in 2021	6
3.1. Digitalisation in the consumer interest.....	7
3.2. Decarbonisation at least cost, CEP	7
3.3. Dynamic regulation	7
4. CEER Work Programme 2021 – Results	9

1. Introduction

1.1. Who is CEER?

The Council of European Energy Regulators (CEER) is the European association of energy national regulatory authorities (NRAs). CEER supports the important work of NRAs to foster a sound European regulatory framework. CEER does this by developing good practices in energy regulation and sharing experience including through training, workshops and international collaboration with other regulatory bodies within and outside of Europe. CEER champions the development of competitive and innovative markets in the public interest through robust, independent regulation. For more information about CEER and our work, please visit our website www.ceer.eu.

1.2. CEER as a valued partner

CEER (as a voluntary association) has the freedom to develop bold, forward-looking European visions and solutions in the public interest. The experiences shared and nourished within CEER help inform the policy cycle and ultimately help Europe's energy NRAs and the EU Agency for the Cooperation of Energy Regulators (ACER) in working on behalf of the energy consumer.

CEER cooperates closely with ACER and our respective work complements and strengthens each other's roles. ACER has a legislative mandate and responsibilities related to the cross-border regulatory framework for the effective operation of Europe's Internal Energy Market (IEM). CEER's scope of activities and its membership consist of the regulators from the EU and EEA Member States as well as Great Britain and CEER has an additional nine European NRAs as Observers. CEER is on the frontline of delivering the IEM in important areas which extend beyond ACER's mandate, and in respect of its Members implementing and enforcing EU-wide rules at national level.

CEER will continue to be active in supporting the European institutions to further develop and implement measures to enhance the IEM. We anticipate that the CEER Work Programme for 2021 will need to be adapted to take account of these expected developments, for example, in relation to forthcoming Green Deal legislative proposals¹. The changes will bring considerable benefits from a consumer, environmental and economic perspective.

¹ https://ec.europa.eu/info/strategy/priorities-2019-2024/european-green-deal_en

2. CEER's 3D Strategy (2019 - 2021)

Each year, CEER publicly consults on its Work Programme for the year ahead. CEER thanks the 15 respondents who provided their valuable views on potential work items for 2021. All items in the 2021 Work Programme are related to elements of CEER's 3D strategy and the Clean Energy for All Europeans package (Clean Energy Package, CEP). CEER provides its views on the stakeholders' comments in the [Evaluation of Responses](#) document, which is published together with this Work Programme.

The core elements of CEER's 3D Strategy for the period 2019-2021 are:

- Digitalisation in the consumer interest (D1);
- Decarbonisation at least cost (D2); and
- Dynamic regulation – European solutions for adaptive regulation in a fast-changing world (D3).

As regulators' primary concern is protecting the interests of European consumers, consumers are at the very core of [CEER's 3D Strategy](#).

2.1. Digitalisation in the consumer interest

Digitalisation is driving changes for the whole economy, including the energy sector. In setting digitalisation as a strategy policy area (D1), regulators seek to enable digitalisation in the consumer interest. From a consumer interest perspective, the value propositions of digitalisation are primarily cost savings, convenience, as well as greater choice of prices, products and service.

2.2. Decarbonisation at least cost

The climate agenda and "Clean Energy" objectives are major policy drivers for change in the energy sector. Importantly, CEER's decarbonisation priority area is about decarbonisation at least cost (and not decarbonisation per se), including appropriate accounting of externalities. Cost-efficient decarbonisation of the energy sector needs a cross-sectoral (electricity and gas) and whole system approach, keeping in mind all aspects: wholesale, networks, retail and potential impacts on infrastructure development. It also needs to factor in impacts on the electricity and gas sector from decarbonisation of mobility and building sectors (green mobility, efficiency etc.).

2.3. Dynamic regulation

CEER sees that regulation must be stable, but not static. Regulation must adapt to market evolutions, including a growing diversity and number of participants. Europe's energy regulators are determined to make regulation coherent with the fast-changing environment that digitalisation and decarbonisation bring about, whilst continuing to protect the European energy consumers' interests effectively.

Dynamic regulation refers to:

- Full and coherent implementation in practice of the legislative and regulatory framework in the European Union;
- An appropriate oversight to ensure trust in the market;
- A strong link between the evolution of the energy sector and regulatory implementation by

- developing future-proofed European solutions; and
- An adaptive regulation, inciting regulators to evolve, to be open to innovation, and to work on enhancements to their regulatory frameworks, while pursuing reasonable stability, in order to ensure predictability for market players and easier understanding for consumers.

3. CEER work areas in 2021

This CEER 2021 Work Programme comprises 27 public work items that consists of four activities (such as webinars, workshops or conferences) and 21 written deliverables (reports), with one item having both a written deliverable and activities. The work items are derived from the 3D Strategy outlined above. Although each work item is linked to at least one aspect of the 3D Strategy, in many cases work items may relate to various areas of the Strategy.

Following the arrival of anew von der Leyen Commission, the EU has established strong ambitions for the future, aiming to achieve decarbonisation in an integrated way by 2050. The CEER 3D Strategy is in line with this European commitment.

As the association of European energy regulators, CEER will continue to assist NRAs in enhancing their capability to fulfil their individual responsibilities to implement a competitive, sustainable and secure energy market in Europe. There will be reports, status reviews, workshops, events and training courses dedicated to regulatory issues. We will continue to promote competitive retail markets. In this regard, CEER emphasises implementation of the Clean Energy Package through several of its work items. CEER will deepen its examination of how the role of DSOs is changing in the face of continuing legal and technical developments. This is the way forward to a competitive, sustainable and secure energy market in Europe.

In addition, a novelty which demanded a necessary response from CEER is the 2020 emergence of Covid-19. The pandemic situation not only had a tremendous impact on our lives but has also directly influenced the energy sector, requiring specific measures from NRAs.

Furthermore, CEER will consider how the regulatory framework should evolve dynamically to keep pace with changes driven by Covid-19 and all other changes impacting energy system. CEER will monitor developments in cybersecurity as well.

Consumers and retail markets will be an ongoing priority in 2021 (and beyond). This is why a large part of our 2021 Work Programme is dedicated to consumer protection and empowerment, and to well-functioning and competitive retail markets. There is an emphasis on enabling consumers to engage more effectively in energy markets as well as on energy regulation issues. In particular, we will promote efforts to embed across all energy policy discussions the Let's ASPIRE principles in the CEER-BEUC 2030 Vision for Consumers², translating these into concrete actions that help to deliver **A**ffordability, **S**implicity, **P**rotection, **I**nclusiveness, **R**eliability and **E**mpowerment. Our indicators for the Market Monitoring will take into account insights from our work on Bundled Products and the CEER Roadmap to 2025 Well-Functioning Retail Energy Markets³, but also the need for designing new indicators and metrics to monitor the CEP implementation.

Following our established practice, CEER will hold our dedicated Customer Conference next year as well.

CEER will continue its international relations with regulators across Europe and globally to exchange experiences and to respond to the growing interaction between the European internal energy market and its neighbouring markets. CEER has an active cooperation agreement with the Energy Community Regulatory Board (ECRB) and the Association of Mediterranean Energy Regulators (MEDREG). CEER is also an active member of the International Confederation of Energy Regulators (ICER) and participates on developing the 2022 World Forum of Energy

² <https://www.ceer.eu/1932>

³ <https://www.ceer.eu/1518>

Regulation (WFER).

As part of its PEER initiative, CEER is planning to continue building stronger ties with other European regulatory bodies in disciplines related to energy regulation, including financial regulation, competition authorities and telecommunications regulation.

3.1. Digitalisation in the consumer interest

Bearing in mind the implications of digitalisation, CEER will continue to deepen its understanding of the phenomenon in order to overcome emerging challenges and to protect consumers against any risks as well as to ensure that consumers can benefit from digitalisation.

Moreover, CEER will continue its work on cybersecurity and regulatory sandboxes.

CEER will consider how energy markets might be affected by new communications technologies and the resulting effect on energy trading at wholesale and retail levels.

3.2. Decarbonisation at least cost and the CEP

In light of the upcoming revision of the Renewables Directive and forthcoming legislative initiatives on empowering consumers for the green transition, CEER will look at how green contracts are marketed and how customers are informed of them. Moreover, CEER will also pay attention to the relationship between Guarantees of Origin (GOs), Green Certificates (GCs) and will review how countries are dealing with renewable energy installation after their support ends.

CEER will respond to new legislative initiatives and other developments such as a possible new legislative package on gas markets and decarbonisation, including regulatory aspects relating to the future role of low-carbon gases and sector coupling, as well as aspects of the European Green Deal that touch on energy regulation.

Additionally, CEER will continue its work on the Distribution Network Development Plans (D-NDPs), following-up from the CEER webinar on DSO development plans and network planning held in October 2020.

The energy transition foresees an increasing importance of electricity in the decarbonisation process, with a high share of renewables, a growing level of digitalisation in communication and automation in industry and a shifting of energy demand through the electrification of additional areas. Gas, however, will play its role in particular by the introduction of new and renewable gases contributing to a smoother and efficient transition.

More generally, CEER's gas and electricity sector work will be in large part related to the decarbonisation, and both sectors will, more than ever, work in an integrated way.

Considering the upcoming legal developments foreseen under the European Green Deal, CEER will undertake dedicated work to contribute to the discussion, sharing regulators' views (e.g. TEN-E revision, Offshore Renewable Energy Strategy, Hydrogen Strategy and Energy Efficiency Directive).

3.3. Dynamic regulation

CEER will build its analysis of important aspects of the regulatory framework for DSOs relating

to the issue of double-charging of network tariffs to storage facilities.

Furthermore, CEER plans to develop a Report on Quality Regulation, aiming to give a clear overview of the use of quality regulation regimes among CEER Members and Observers. This report will allow the sharing of knowledge among NRAs and stakeholders.

As has been the case for some years, CEER will cooperate with ACER to deliver a comprehensive annual monitoring report on the development of Europe's wholesale and retail markets in electricity and natural gas. This joint ACER-CEER monitoring report is an established annual activity and a key reference work for the European Commission, EU Agencies and other policymakers.

In 2021, CEER will launch another TSO Cost Efficiency Benchmark (TCB21) project that periodically measures the TSOs' cost efficiency.

Finally, CEER will continue to deliver a general overview about the implemented national energy regulatory regimes, developments in terms of efficiency and analysis of the overall determination of capital costs by publishing its Regulatory Frameworks Report.

4. CEER Work Programme 2021 – Results

Sector	Title	Description	3D Strategy	Expected start time	Expected end time	Deliverable / Activity
Customers & Retail Markets	CEER-BEUC 2030 Vision for Energy Consumers	CEER and BEUC launched a 2020 Vision for Europe's energy customers in 2012. Its core principles – reliability, affordability, simplicity, protection and empowerment – are timeless and universal, and have been reflected in Europe's energy laws. Looking ahead towards 2030 and the EU's 2050 climate neutrality objectives, with new technologies and policies emerging, in October 2020, CEER and BEUC have renewed and expanded their core principles to introduce a new principle, "inclusiveness", to ensure no one is left behind whilst delivering these objectives. In 2021, in collaboration with BEUC, CEER will undertake activities, including at the national level, to promote putting these principles into action and to ensure these principles remain at the forefront of policy and legislative developments in the energy sector. A revised Vision document will reflect these inputs and discussions in terms of actionable tasks and key deliverables.	D1, D2, D3, CEP	Q1 2021	Q4 2021	D/A
Customers & Retail Markets	Self-Assessment Status Report 2020 for the Roadmap to 2025 Well-Functioning Retail Energy Markets	This second Status Report continues to implement the framework developed by CEER in its roadmap to well-functioning retail energy markets in Europe that are expected to deliver reliable, affordable and simple-to-use services to protect and empower consumers by the year 2025. This exercise starts for each NRA with data collecting on the basis of CEER's established 25 metrics, continues with the actual self-assessment together with a gap analysis, which leads up to national recommendations and monitoring of the implementation of those recommendations. By identifying a gap between the national data for a metric and the national objective for that metric, each NRA can target improvements and seek ways to achieve those improvements.	D3	Q1 2021	Q4 2021	D
Customers & Retail Markets	Advice on trustworthy information on green electricity contracts/the origin of electricity and consumer protection against misleading marketing ("greenwashing")	In the context of both the related provisions in the revised Renewable Energy Directive 2018/2001/EU and the European Commission's forthcoming legislative initiative on "Empowering the consumer for the green transition" led by DG JUST, CEER will look at how green contracts are marketed and how customers are informed about them, both at the pre-contractual as well as in the contractual phases, and which role these contracts might play in delivering the renewable penetration goal at least cost. It will also consider the relationship between Guarantees of Origin (GOs), Green Certificates (GCs) and other support schemes and whether the current governance of the GOs is fit for any new role that they might be called to play in the future.	D2, CEP	Q1 2021	Q4 2021	D

Sector	Title	Description	3D Strategy	Expected start time	Expected end time	Deliverable / Activity
Customers & Retail Markets	Guidelines of Good Practice on future-proof comparison tools for the energy sector	Insights gained from the PEER cross-sectoral and cross-authority Regulatory Roundtable on "Challenges for Comparison Tools of New Services and Intermediaries" (to be organized by CEER in Q3/4 2020) will inform the review of CEER's 2017 "Guidelines of Good Practice for Comparison Tools for Electricity and Gas Contracts" for both publicly-run (e.g. by energy regulators) and privately-run comparison tools. This will be done in light of the even more dynamic nature of contracts in various market places (due to digitalisation, technology developments and decentralisation). The challenge of incorporating into comparison tools the risks and benefits of dynamic offers, whilst allowing consumers to make informed choices, will also be addressed.	D1, D3, CEP	Q1 2021	Q4 2021	D
Customers & Retail Markets	Paper on digitalisation as a driver for better retail market functioning - key challenges and recommendations	In considering the implications of digitalisation for the energy system, the NRAs' objective is to enable the benefits to consumers and to protect them against risks. For example, one key consideration will be how to use data in increased and more efficient forms whilst satisfying the requirements of the General Data Protection Regulation (GDPR). Following the observations made, CEER would then make recommendations on how those challenges could be overcome.	D1	Q3 2021	Q4 2021	D
Customers & Retail Markets	ACER-CEER Market Monitoring Report	This annual ACER-CEER Market Monitoring Report covers wholesale gas and electricity markets and monitors consumer empowerment and retail markets developments across Europe. The report will include deep insights into retail market developments, including prices, price regulations and market structures, and standing and new consumer issues such as energy poverty and active energy consumption. The primary data source of CEER inputs is CEER's national indicators from respective surveys.	D3	Q1 2021	Q4 2021	D
Electricity	2nd CEER paper on unsupported RES	Decarbonisation of the energy sector unmistakably means more renewables. But instead of only focusing on new RES installations, it is important for regulators to also know how existing RES installations (that were built with support mechanisms) are treated after the end of their support period. In 2019, CEER published a paper on this topic and showed how RES electricity is handled in Member States after their financial support time ended. One of the main conclusions of that paper was that starting from 2020, the support time for more and more RES installations will end throughout Europe. Therefore, this 2 nd paper aims to provide an updated clear overview of the different approaches, for NRAs and Member States to learn from this knowledge sharing.	D2	Q2 2021	Q3 2021	D
Electricity	ACER-CEER contribution(s) on revision of TEN-E Regulation	This paper will analyse the proposed revision of the Trans-European Networks for Energy (TEN-E) Regulation and to share the views of the European energy regulators.	D2	Q1 2021	Q2 2021	D

Sector	Title	Description	3D Strategy	Expected start time	Expected end time	Deliverable / Activity
Electricity	Work on sector coupling – integration across sectors (from an electricity sector perspective)	The energy transition foresees an increasingly important role for electricity because of its role in decarbonisation with a high share of renewables, a growing level of digitalisation in communication and automatisisation in industry and a shifting of energy demand through the electrification of additional areas. It is important to consider how the electricity system needs to adapt to cope with these new developments and requirements.	D2	Ongoing	Q4 2021	A
Electricity	Paper on the integration of offshore and hybrid grids into the electricity market design	This CEER paper aims to address how offshore grids are to be integrated in the electricity market. Connecting markets (with interconnectors) and offshore generation (with connection lines) is complex and expensive. Synergies might exist in combining the functions, but roles and responsibilities need to be clear cut and in conformity with operational requirements, and market design should be investigated. The paper will be electricity focused, but some link to the gas sector may be included. This Electricity Working Group paper will complement the more legal analysis of offshore energy done by the Legal Affairs Committee to be published by the end of 2020.	D2	Q1 2021	Q4 2021	D
Electricity & Gas	Regulatory Frameworks Report 2021	The Regulatory Frameworks Report (RFR) is an annual report which delivers a general overview about the implemented national energy regulatory regimes, developments in terms of efficiency and analysis of the overall determination of capital costs. This report was previously named as the Investment Conditions Report. For years, the report has been very popular with many stakeholders as it provides a clear overview of the national regulatory regimes for the energy sector. Market participants and other stakeholders use the RFR to identify the regulatory regime in certain countries. TSOs/DSOs can benchmark how other countries deal with the financial issues they face, which are reflected in the regulatory frameworks. NRAs tend to use the RFR to compare their own regulatory regimes to those in other countries. It can therefore be considered an essential reference. The 2021 report will be the 10 th edition of the report.	D3	Q1 2021	Q4 2021	D
Electricity & Gas	TSO Cost Efficiency Benchmark (TCB21)	The TSO Cost Efficiency Benchmark is a CEER deliverable that periodically measures the TSOs' cost efficiency. Such a benchmark contributes to ensuring that tariffs are based on efficient costs as stipulated by European law, which is an important mandate of regulators. The benchmark helps to identify which TSOs are working efficiently and which could be improved. This TSO Cost Efficiency Benchmark 2021 (TCB21) will be the 6 th edition for electricity and the 3 rd for gas. The research will likely again include several workshops for the participating NRAs and TSOs.	D3	Ongoing	2022	D

Sector	Title	Description	3D Strategy	Expected start time	Expected end time	Deliverable / Activity
Gas	Report on regulatory mechanisms to incentivise reductions in methane emissions in gas networks	The reduction of methane emissions in the gas sector is an important task for the whole gas industry. Through the regulatory framework, NRAs contribute to this task by applying different mechanisms that incentivise network operators to reduce methane emissions in their networks. This report summarizes the mechanisms applied. It will cover different aspects including metering actual emissions (tools existing or to be developed), the adaptation of installations to reduce leakages and regulatory incentives based on the effectiveness of operators' management of emissions reduction.	D2	Q1 2021	Q4 2021	D
Gas	Paper on long-term storage	Energy storage is an important aspect of sector coupling; some solutions to issues caused by the intermittence of RES power generation are expected to come from the gas sector. Different technologies are possible, including power-to-gas, allowing the development of solutions aimed at storing energy to a larger scale than in batteries. New issues would arise in terms of regulatory treatment of installations or storage services, with questions of valuation for users and cost coverage/services pricing. Starting from the experience of underground storage, this CEER paper will investigate the implementation of long term storage under technical, economic and regulatory aspects. For the elaboration of this paper, the CEER White Paper on long-term storage developed in 2020 and to be published earlier in 2021 will be taken into account.	D2	Q1 2021	Q4 2021	D
Gas	Paper on regulatory innovations for smart sector integration	Under the European Green Deal priorities, the EC launched a strategy to meet climate objectives, while also guaranteeing secure and affordable energy for consumers by exploiting the synergies enabled by an integrated energy system. Sectoral integration aims include: <ul style="list-style-type: none"> - the electrification of sectors that currently still rely on fossil fuels, for example, electric vehicles in the transport sector, or heat pumps for heating buildings; - renewable and decarbonised hydrogen, gases and fuels for sectors which are hard to decarbonise such as air transport and some industrial processes; - a more 'circular' and efficient energy system, for example, the use of waste heat from industry or data centers to heat buildings. This strategy naturally entails regulatory challenges for the gas sector. To this end, CEER intends to continue to develop position papers that can contribute to this discussion, investigating the areas of convergence and the associated challenges.	D2, D3	Q1 2021	Q4 2021	D
Distribution Systems	Short paper on the market test on flexibility and storage	This short paper aims to provide guidance for DSOs on the market test for flexibility and storage, as a requirement in case DSOs want to own storage following Article 32(1) of the Electricity Directive. The short paper should also clarify the issue of double charging of network tariffs to storage facilities. Additionally, the paper plans to include the flexibility platforms and it follows up on priority 1 from the CEER Digitalisation paper from 2019 that is, to ensure effective price-signals. The outcome of the paper is to provide clarity and guidance from NRAs to DSOs.	D1, D3, CEP	Q1 2021	Q3 2021	D

Sector	Title	Description	3D Strategy	Expected start time	Expected end time	Deliverable / Activity
Distribution Systems	Short paper on distribution network planning	Following Article 32 (3) of the Electricity Directive, DSOs will have to submit Distribution Network Development Plans (D-NDPs). This paper will focus on these plans and it will be a follow-up from the DS WG webinar organised on 23 October 2020. The paper intends to focus on D-NDPs, while also touching upon current challenges such as sector coupling, whole system approach and stranded assets. With the development plans, NRAs will be able to monitor DSOs' network development, especially on flexibility and energy storage. Plans will help NRAs to see how DSOs are considering alternative solutions to traditional network investments. They will enhance visibility of DSOs' investment cost efficiency and measures done for energy efficiency.	CEP	Q1 2021	Q4 2021	D
Distribution Systems	Short paper on the impact of regulatory sandboxes in incentive regulation	Regulatory 'sand boxes' are used for new and innovative projects, granting certain exemptions within boundaries to test new approaches. Such projects could have a significant impact on the decarbonisation of the European energy sector but could also improve the regulatory framework. It is important for NRAs to understand the concept of sandboxes. This short paper will focus on regulatory sand boxes and how they impact incentive regulation. This paper will take a look at how NRAs facilitate Research & Development energy projects and what kind of regulatory approaches are in use and to explain some cases of sand boxes. This paper will be useful to share with all relevant stakeholders regulators' views and guidance on such regulatory sandboxes. The item will be a follow-up to a workshop to be organised earlier in 2021.	D2, D3	Q2 2021	Q4 2021	D
Distribution Systems	Report on Quality Regulation	This report aims to give a clear overview of the use of quality regulation regimes among CEER Members and Observers. This report will focus on national regulatory regimes that use a bonus and penalty system based on continuity indicators in the electricity sector. In addition, it will give an overview on the impact of distributed generation on quality standards and Continuity of Supply (CoS) regulation. The outcome aimed at in this report is to share knowledge among NRAs and all relevant stakeholders. The report could be used to improve existing national regulation. Quality regulation is important for NRAs to identify possible undesired side-effects of the regulatory regime. In this context, the report should help NRAs to gain a better understanding of different solutions for quality regulation and to show the state-of-play in that area. Even though there are overviews on quality regulation systems in the various editions of the Benchmarking Reports on QoS, a more focused view on that topic is useful.	D3	Q2 2021	Q4 2021	D

Sector	Title	Description	3D Strategy	Expected start time	Expected end time	Deliverable / Activity
Electricity	3rd CEER Report on Power Losses	Reducing power losses contributes to greater energy efficiency and security of supply and is an important goal, not least because the costs of power losses are often passed on to consumers. The 2 nd edition of the CEER Report on Power Losses was published in early 2020. As a preparation for working on the next edition, CEER will start the preliminary work in 2021 with publication of the report planned for 2022. This report will again provide a detailed overview of power losses (transmission and distribution) in electrical grids – the levels of losses, how they are defined, calculated and valued across as many European countries as possible (the 2 nd report included 35 countries). With this report, NRAs and other relevant stakeholders can identify some good practices and may decide to adapt their legislation. Since decarbonisation is of growing importance, it is obvious that knowledge about the amount and structure of losses as well as possibilities to reduce them is essential. The past two editions began to analyse these aspects and will examine them closer in future editions.	D2, D3	Q4 2021	2022	D
Cross-sectoral	CEER Cybersecurity Report and Benchmark	This new edition of the CEER Cybersecurity Report and Benchmark aims to highlight progress made in the digitalisation of energy markets, as well as identifying gaps to be fulfilled in order to safely implement the Clean Energy Package and to prepare the grounds for filling the gaps not solved by the Network and Information Systems (NIS) Directive. The report will include an analysis of the advancements in cybersecurity for the energy sector and improvements in respect to the previous years, including a focus on Cybersecurity Network Code. In addition, in regard to the current implementation of the NIS Directive, a benchmark on the implementation may be done.	D1	Q2 2021	Q4 2021	D
Market Integrity & Transparency	Financial regulation and the links to REMIT	Gas and electricity markets have their own dedicated regulation to address market abuse and transparency – the Regulation on Wholesale Energy Market Integrity and Transparency (REMIT). Recently, there have been some attempts to revise the existing legislation in a restrictive way and replace energy regulators with financial regulators in supervisory tasks for the concerned products. CEER has stated publicly that this would be inappropriate, inconsistent and inefficient considering the experience gained in this field by energy regulators.	D3	Q1 2021	Q4 2021	A
Regulatory Benchmarking	Report on Dynamic regulation from NRAs' perspective (tools and processes)	Following internal work on this topic in 2020, CEER will continue to analyse and report on the tools and processes of dynamic regulation within NRAs and will give an updated overview on how dynamic regulation is being implemented.	D3	Q1 2021	Q4 2021	D
Legal	Status Report on unbundling 2021	The report will assess developments in the certification of the TSOs at a national level since the previous unbundling & certification report. What has changed? How many NRAs' certification decisions have been modified, renewed or withdrawn? What are the consequences for the unbundling? What is the possible impact of the Clean Energy for All Europeans legislation on unbundling?	CEP	Q1 2021	Q4 2021	D

Sector	Title	Description	3D Strategy	Expected start time	Expected end time	Deliverable / Activity
Ad-hoc Covid-19	The COVID-19 crisis: lessons learned about crisis preparedness and management in the energy sector	Beyond the immediate impact on health, the current Covid-19 crisis has major implications for global economies and the energy markets. The entire energy sector, national energy regulators and ministries have focused on keeping the lights on and ensuring energy system are resilient, protecting the interests of consumers, particularly the most vulnerable, as well as preserving the viability of businesses and market players. But the effects of the crisis also impact future investments: According to the IEA World Energy Investment report for 2020, the Covid-19 crisis has triggered the largest annual fall in global energy investment in history (a decrease of roughly US\$400 billion compared to the previous year). We are still in the process of developing a clear picture of the immediate effects of the Covid-19, let along the long-term consequences. However, we can already observe that many consumers have fallen behind on their energy bills, an increased number of energy companies and subcontractors are facing arrears and incurring debt, investments in new and cleaner capacities are falling through etc. Attempts to draw wider lessons from the measures and policies adopted will be instrumental in order to leave this crisis behind, to preserve a vibrant energy sector and to be prepared to respond to future crises.	D3	Q1 2021	Q4 2021	D
CEER Secretariat	CEER's annual conference	Every year since 2012, CEER organises this important event, which serves as a forum for consumers, industry and policy makers to discuss European energy policy issues and trends.	D1, D2, D3, CEP			A
CEER Secretariat	CEER Customer Conference	CEER's flagship event to engage directly with consumer representatives on issues of direct relevance to consumers in the context of the CEER-BEUC 2030 Vision for consumers.	D1, D2,D3			A
Work Programme Drafting Committee	Work Programme	Every year CEER develops a Work Programme for the following year, projecting deliverables according to the established CEER priorities. The development of this work also includes a public consultation in which stakeholders are invited to participate and make suggestions regarding the initial proposals submitted by the working groups. After analysing the contributions received, then the working proposals are adjusted and published.		Ongoing	Ongoing	D