



CEER Customer Conference 2024

From Aspiration to Implementation: Delivering an Energy System Fit For All Consumers

Thursday, 11 April 2024, 14:00 – 17:30

Hybrid Conference: Online / Brussels

European Economic and Social Committee,
Rue Van Maerlant 2 – 1000 Brussels (Room VMA22)

In the dynamic landscape of energy and environmental policies in Europe, several key legislations play a pivotal role in shaping the path towards sustainability and efficiency. Among them, the Electricity Market Design reform, Energy Efficiency Directive, and Gas Decarbonisation Package stand out as cornerstones in the pursuit of a cleaner and more resilient energy future. These legislative frameworks reflect a collective commitment to fostering innovation, ensuring market competitiveness, and addressing the imperative of environmental responsibility.

The CEER Customer Conference 2024 will serve as a comprehensive exploration of these recently approved legislation packages and their optimal implementation by EU energy stakeholders, focusing on consumers' perspective. In the pursuit of a sustainable and decarbonised future, empowering consumers plays a pivotal role in steering the energy transition.

The conference will unfold across three essential pillars – consumer protection, consumer empowerment, and decarbonisation – ensuring a comprehensive and consumer-centric approach to the challenges and opportunities presented by the current energy environment. The three dedicated sessions will comprehensively cover electricity, gas, and heating issues, with a sharp focus on implementing and reinforcing consumer rights. Among others, the exploration will extend to the concept of energy sharing, underlining collaborative approaches that amplify the impact of individual efforts. Together these topics serve as a compass for navigating the multifaceted landscape of consumer-driven innovation and the imperative to decarbonise residential energy consumption.

The **CEER-BEUC 2030 ASPIRE** Vision for Energy Consumers envisions a transformative future where consumers not only comprehend the environmental impacts of their energy usage but are also equipped with the tools to independently evaluate the climate properties of various energy products, actions, or behaviours. This forward-looking vision aligns with a sustainable economy that delivers Affordability, Simplicity, Protection, Inclusiveness, Reliability, and Empowerment for all consumers. By fostering informed discussions among diverse stakeholders, the CEER Customer Conference 2024 embodies the shared commitment to ensuring that consumers not only engage with but also benefit from the opportunities presented by the evolving energy landscape.

Agenda

14:00 – 14:10

Welcome Address
Opening Remarks

Annegret Groebel, CEER President

14:10 – 14:25

Keynote Speech
Electricity Market Design, A Vision
for Delivering the Energy Transition

Baiba Miltoviča, President of the
Section for Transport, Energy,
Infrastructure and the Information Society
(TEN), EESC

Moderator: Dave Keating, Journalist and Moderator

14:25 – 15:15

Session I: Reinforcing the Framework to Protect Consumers of all Shapes and Sizes

What are the new measures agreed at EU level designed to reinforce consumers' energy rights? What best practices exist in protecting and helping consumers?

In this session, we will touch upon:

- Energy poverty
- One-stop shops
- Protection against disconnections

Barbara Steenbergen, Member of the
*IUT Executive Committee, International
Union of Tenants*

Guillaume Joly, Senior Sustainable
Buildings Officer, **BEUC**

Liana Cozigou, Head of Legal and
Consumer Affairs – Member of the board
of directors & Ombudsman, **CWaPE**

15:15 – 15:30

Coffee break

15:30 – 16:20

Session II: Unleashing Consumers' Potential to Drive the Transition

In our modern landscape, how can we foster innovation and enable consumer participation in the energy transition?

We will explore:

- Multiple contracts and business models in the energy sector
- Sustainable models and strategies for energy sharing

Stavroula Pappa, Policy Advisor,
REScoop

Rita Mota, Chair of Retail Market Design
Working Group, **Eurelectric**

**Marit Serianna Stenødegård
Hjerpseth**, Sectional Engineer in
Customer Affairs & Network Regulation,
NVE-RME



16:20 – 17:10

Session III: Paving the Way for Decarbonised Households

What are the measures to help pave the way for the decarbonisation of our energy needs? How can we move away from natural gas-based heating and hot water, and embrace improved energy efficiency mechanisms?

In this session, we will discuss:

- The phasing out of natural gas: lessons from Vienna
- Strategies for energy efficiency and decarbonisation in heating, cooling, insulation, and billing processes

Gert De Block, *Secretary General, CEDEC*

Mélanie Bourgeois, *EU Policy, Media & Campaigns, Energy Cities*

Jane Dennett-Thorpe, *Deputy Director for Net Zero Strategy, Ofgem*

17:10 – 17:25

Key Takeaways

Alejandro Ulzurrun, *Head of Unit B1, DG ENER, European Commission*