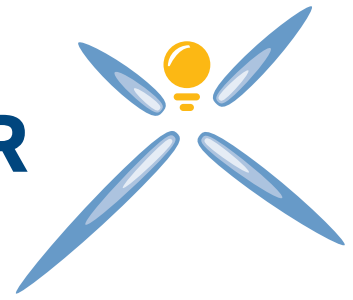


CEER

Council of European
Energy Regulators



2014 Annual Report

of the Council of European Energy Regulators

Fostering energy markets, empowering consumers



2014 Annual Report of the Council of European Energy Regulators

This report provides highlights of the activities of the Council of European Energy Regulators (CEER) for the period 1 January 2014 to 31 December 2014.

WHO IS CEER?

CEER is the voice of Europe's national energy regulatory authorities (NRAs) at European and global level. Its members and observers, from 33 European countries, are the independent statutory bodies responsible for energy regulation at national level.

CEER is legally established as a not-for-profit association under Belgian law.

HOW IS CEER'S WORK RELEVANT?

CEER actively promotes an investment friendly, harmonised regulatory environment and the consistent application of existing EU legislation. A key objective of CEER is to facilitate the creation of a single, competitive, efficient and sustainable Internal Energy Market that works in the public interest.

Through CEER, national regulators cooperate at EU level and speak with one voice globally. CEER's technical advice and recommendations often input directly to work of the European Commission and subsequent EU legislative proposals on issues such as energy efficiency, consumer rights, infrastructure investment and renewables.

CEER's work in shaping the energy regulatory framework and policy for future energy markets to thrive is important not only in its own right but also because energy plays a pivotal role in the growth, competitiveness and sustainability of the European economy as a whole.

Further information, including policy documents, reports, infographics, videos and much more, can be found on our website www.ceer.eu



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01 President's statement



2014 was the target year set by EU Heads of State for the Internal Energy Market (IEM) to be in place. We began the year by officially opening our new CEER offices ("the Energy Regulators' HQ"), analysing where Europe stands in terms of the IEM target and organising our annual conference in January which considered how consumers could really benefit from the IEM.

There is a disconnect between wholesale and retail energy markets – despite lower wholesale prices and more cross-border flows, our ACER-CEER market monitoring report revealed that energy retail prices rose (in 2013). The persistence of regulated prices in many Member States also dampened the development of competitive retail energy markets.

Consumers are not yet reaping the full benefits of the Internal Energy Market

Having customers as our central theme in CEER's 2014 Conference was a clear signal that customers would remain at the core of our own work. The shift in energy circles towards action to make competitive energy markets a reality is indeed welcome.

In addition to delivering priorities set out in our work programme, we have worked closely with ACER, particularly on the strategic initiative: "Energy Regulation: a Bridge to 2025". Our joint (CEER-ACER) analysis of the energy sector and the development of a comprehensive set of recommendations proved to be fully in line with the challenges identified in the European Commission's own Internal Energy Market Communication. The "Bridge to 2025" proposals reflect five key objectives from a regulatory perspective for the Internal Energy Market in 2025 and actions we have identified to help achieve them:

- Establishing a liquid, competitive and integrated wholesale energy market
- Enhancing Europe's security of supply and channeling the external element of the Internal Energy Market
- Moving to a low-carbon society with increased renewables and smart, flexible responsive energy supply
- Developing a functioning retail market that benefits consumers
- Building stakeholder dialogue, cooperation and new governance arrangements

The achievement of an integrated energy market will be the result of the efforts of many – regulators, network operators, industry and the European Institutions. There remain bridges to be crossed (such as loop flows, security of supply and interconnected markets) to ensure the greater integration of liquid electricity and gas markets, adapting to the increasing penetration of renewables and a more active participation of smaller consumers. If 2014 saw real progress, many challenges remain next year.

2014 marked a new phase for Europe’s energy framework, with a new College of European Commissioners, a new European Parliament and a new President of the European Council. Energy security and the creation of an Energy Union are key priorities of Europe’s policy makers. CEER will, I am confident, continue to provide solid technical advice to the European Institutions particularly as the concept of an “Energy Union” takes shape. We will also continue to serve our own valued members including through our training initiative which had a successful launch in 2014.

I must also pay tribute and offer my sincere thanks to the hard work and enthusiastic support I have received not only in 2014 but over the years as president of CEER.

Lord Mogg
CEER President

A handwritten signature in black ink, appearing to read 'John Mogg', written in a cursive style.

02 Bringing the Internal Energy Market home to consumers

One year ago, when CEER refreshed its logo, we embedded an energy consumer image at the heart of our new logo and developed a tagline for CEER.



Fostering energy markets, empowering consumers.

This simple logo and tagline capture the essence of CEER's story of placing customers at the heart of Europe's Internal Energy Market (IEM).

This is not an empty mantra. Our consumer-focus rings through in everything we do, from our technical papers (each one making clear its consumer relevance through a dedicated customer section and an accompanying citizens' memo) through to fact-based reports, our policy debates and our forward-thinking recommendations so that the Internal Energy Market (IEM) delivers benefits for Europe's consumers and enables businesses to thrive.

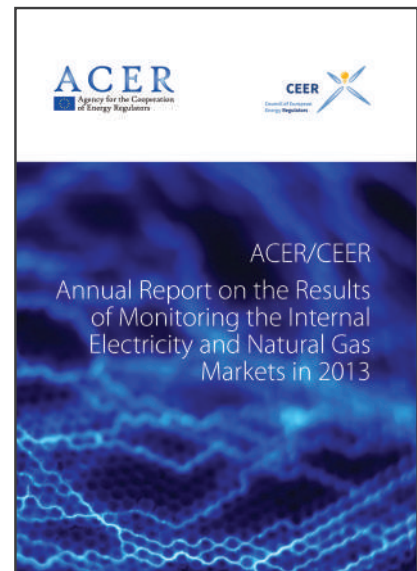
CEER has championed efforts to protect and empower energy customers so as to enable consumers to become more active in the market. Nowhere is this more evident than in the CEER-BEUC 2020 vision for Europe's energy customers, widely endorsed by (17) key EU energy stakeholders, and strongly supported by the European Commission.

The CEER-BEUC 2020 Customer Vision has four principles: Reliability; Affordability; Simplicity; and Protection & Empowerment (RASP). CEER is working with stakeholders to embed these RASP principles into their daily work.



KEY ACHIEVEMENTS IN 2014

- Our analysis of supporters' concrete actions to implement the RASP principles provides helpful guidance to the Vision supporters in their daily work, and reaffirms that the RASP principles are the cornerstones of a retail market which provides real benefits to consumers.
- Continuing this effort to make the IEM work for consumers, we made "Retail Energy Market – from Advocacy to Action" the theme of our dedicated 2014 Customer Conference. CEER continues to provide this annual forum for consumer bodies to have their voice heard in informed debates with EU policy makers, industry and regulators alike.
- In 2014, ACER and CEER published their joint annual market monitoring report. The report assesses the implementation of the 3rd Package,



including the completion of and remaining barriers to the IEM. A main finding of the report is that despite wholesale price decreases in 2013, retail gas and electricity prices continued to rise.



- We have begun to examine more closely how network companies deliver vital services to homes and businesses. In an effort to improve the reliability of distribution services (e.g. connections, disconnections and maintenance) to consumers, we published a suite of 17 recommendations. This advice had the benefit not only of an extensive public consultation, but also of more than a decade of CEER's experience in benchmarking the quality of services across Europe.
- CEER analysed how national regulators and consumer organisations collaborate with the aim of providing a clearer picture of the current level of involvement of consumer representatives in the decision-making process at national level. Following extensive consultation, we published our advice on how to involve and engage consumer organisations in the regulatory process.

- Consumers are increasingly interested in electricity produced from renewable sources. This was in evidence at our workshop on draft recommendations to make disclosure of how electricity has been produced (often called its 'origin') more transparent, resistant to fraud and consistent.

WHAT'S NEXT?

- A relatively new focus of our work is on the Distribution System Operator (DSO), the DSO's interaction with consumers and its role in delivering a smart energy future. Our public consultation on the future role of the DSO, launched in December 2014, should shed light on areas which deserve further regulatory oversight.
- We have committed (in the Bridge to 2025 proposals) to developing the

principles of the 2020 Customer Vision into concrete actions that will empower consumers to participate actively in energy markets and that help the development of functioning retail markets that benefit consumers. Examples include establishing common criteria for a well-functioning retail market, a Roadmap aimed at innovative markets by 2025, minimum service standards for DSOs and suppliers, bringing forward proposals for vulnerable customers and developing guidance to facilitate the phasing out of regulated end-user prices as soon as practicable.

- In the year ahead, CEER plans to initiate a strategic debate on retail competition and examine the changing role of DSOs and the development of new services offered to consumers.

03 Enhancing security of supply

The political crisis in the Ukraine brought Europe's security of supply sharply into focus with the European Commission adopting an EU Energy Security Strategy (EESS) in May and the European Council (in June) endorsing the immediate implementation of measures to strengthen Europe's resilience and increase its energy security in the short term, before the winter of 2014/2015.

Member States submitted "country reports", assessing the risk of a short term supply disruption ("stress tests"). The Commission presented their assessment of the stress tests to the European Gas Regulatory Forum (Madrid Forum) and the October European Council meeting.

CEER made valuable contributions to the EU debate on renewables and understanding of security of supply issues through our fact-based reports and our advice. We advocate that the 3rd Package and regional cooperation are essential to strengthening Europe's energy security.

KEY ACHIEVEMENTS IN 2014

- Our CEER position paper on the European Commission's Energy Security Strategy sets out regulators' thinking on optimising the streamlining measures and financing opportunities in the TEN-E Regulation for high priority Projects of Common Interest (PCIs). It questions whether intervention is needed to ensure sufficient storage levels, makes suggestions for better implementing and possibly revising the Security of Supply Regulation (994/2010/EU).
- We worked closely with Gas Storage Europe (including hosting a joint workshop) and presented at the 2014 Madrid Fora our assessment of the storage situation (and also on the strategic role of LNG in security of supply).
- CEER has dedicated significant resources in recent years to understanding and improving how Europe's LNG terminals operate, with the aim of promoting competition and security of supply. Our LNG report shows an increase in regasification and storage capacity, outlines the new role of LNG in terms of security of supply and considers new services offered and new LNG uses.
- To encourage a shift towards more harmonised practices, CEER published proposals to better harmonise the different approaches to national generation adequacy assessments used across Europe, to make clearer roles and responsibilities and to seek to improve transparency about the data used in the assessments.
- In our belief that the right regulatory framework is essential to encourage the investment and innovation required to meet our energy needs, CEER published a memo outlining key regulatory aspects to conditions for investments in electricity and gas networks, including issues such as the rate of return, the determination of the regulatory asset base (RAB) and the depreciation of assets in the different regulatory regimes.

WHAT'S NEXT?

- We will analyse the results of our public consultation on gas storage with a view to presenting our vision of how to improve the functioning of the gas storage market.

53%

consumed energy imported into Europe

66%

EU's natural gas import dependency

44%

increase (from 2009 - 2013) in regasification capacity in Europe

Source: CEER Status Review on monitoring access to EU LNG terminals in 2009-2013

04 Improving flexibility and empowering consumer participation through demand-side flexibility

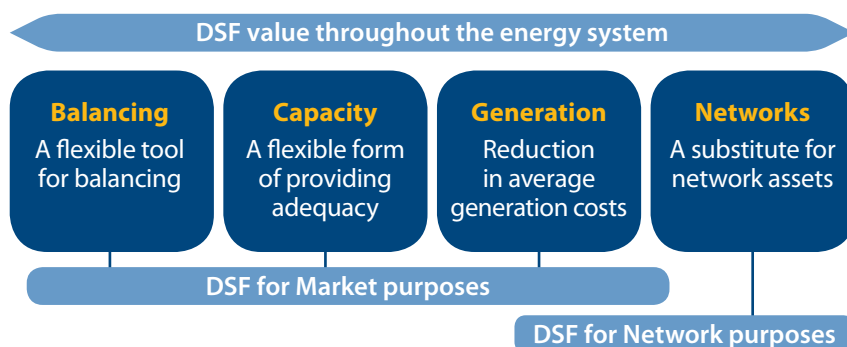
The move to a low-carbon society increases the need for all sorts of flexibility from grid infrastructure to dispatchable generation, from balancing to wholesale electricity arrangements, and from gas market flexibility to demand-side response. More flexibility implies more renewables integration, the development of new storage technologies, re-defining the role of DSOs so that they become more active operators, smarter and more flexible grids and a more active demand (i.e. consumer) side.

Demand-side flexibility is when consumers change their electricity usage from their normal consumption pattern in response to market signals.

CEER considers that demand-side flexibility (DSF) and activating demand-side participation are key to re-thinking our changing energy markets.

CEER sees the clear value of DSF for network purposes (e.g. avoiding or reducing network and generation investments). DSF also has value for market purposes (e.g. as a flexible tool for balancing, or for ensuring adequate generation capacity) and complements, and potentially increases, energy efficiency measures.

CEER's 2014 advice on demand-side flexibility is an important contribution to implementing the Energy Efficiency Directive and offers a clear path towards increasing consumer participation in the electricity market.



Source: Extract from CEER Advice on Ensuring Market and Regulatory Arrangements help deliver Demand-Side Flexibility, June 2014

KEY ACHIEVEMENTS IN 2014

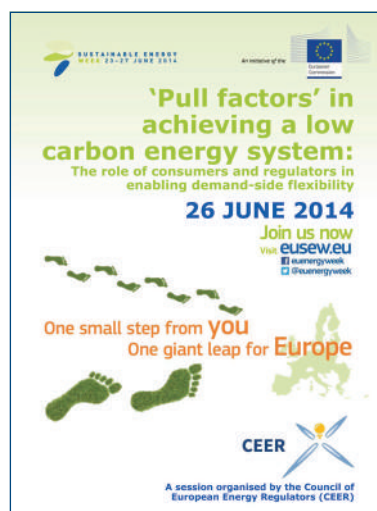
- Following our public consultation in late 2013, we launched our CEER advice on demand-side flexibility at our 2014 Sustainable Energy Week event. As well as setting out definitions, opportunities and barriers to DSF, our report presents a set of high-level principles and recommendations to ensure markets and regulatory arrangements help deliver demand-side flexibility.
- In the context of their possible function as flexibility tools, CEER examined the different regulatory

arrangements around electricity storage applications across Member States.

- We published (February 2014) an updated review of the regulatory approaches to smart grid solutions. This report examines, *inter alia*, national implementation plans for smart grids; innovative solutions in electricity networks; cost-benefit analysis for the demonstration and deployment of smart grids; and potential performance indicators and incentive schemes.

WHAT'S NEXT?

- Our 2014 report on demand-side flexibility provides a basis for energy regulators to build upon and continue their work on DSF in the future, particularly in follow-up work in the ACER Bridge to 2025 conclusions paper.
- Our (January) 2015 Annual Conference is dedicated to unlocking energy market flexibility and demand-side response. It is an opportunity to examine the challenges and some of the practical issues of delivering flexibility at wholesale, network and retail levels.



05 Shaping Europe's energy future

As in previous years we provided data, expertise and advice to Europe's co-legislators (European Commission, Parliament and Council).

Importantly in 2014, we worked with ACER to look ahead a decade, identifying the need to bridge the energy policy gap to get where we want to be by the year 2025. The result, following extensive public consultation, and taking the shape of an ACER formal recommendation, is the Bridge to 2025 proposals. CEER worked closely with ACER in developing the proposals, which represent a joint strategy (of CEER and ACER) to shape EU energy policy over the coming decade.



KEY ACHIEVEMENTS IN 2014

- Launched at a joint CEER-ACER event in September, the Bridge to 2025 conclusions paper is a set of cross-cutting proposals ranging from electricity and gas to retail and consumers through to governance issues. It looks at energy sector trends, priorities for Europe's energy regulators and implications for governance. The proposals are intended as a guide to policy makers, regulators and the energy industry alike. The set of concrete actions also contains recommendations for the European Commission, Member States and energy market actors (and consumers).
- CEER continued its monitoring activities, most notably of the unbundling of Transmission System Operators (TSOs) and Distribution System Operators (DSOs), and of REMIT implementation.
- We were one of 10 European energy associations who jointly called for a comprehensive and EU-wide adoption of the EU anti-VAT fraud package by all Member States.
- We provided regulatory insight and perspective to several European Commission consultations including on the 2030 framework for climate and energy policy, the energy and environment state aid guidelines, the Commission's Communication on European energy security strategy, and the Commission's public consultation on retail markets.
- As well as outlining our position on the Commission's report on progress towards completing the Internal Energy Market (IEM), we conducted our own monitoring at both national and EU level, publishing our (country) reports and the detailed (2013) joint ACER-CEER Market Monitoring Report.
- CEER supported NRAs in their new duties under the Regulation on Energy Market Integrity and Transparency (REMIT), including through dedicated practitioner-focused training sessions. CEER also monitored the transposition of REMIT into national legislation, assessing the scope and approach to national monitoring, investigation and enforcement in an effort to ensure a timely and consistent approach to REMIT implementation.

WHAT'S NEXT?

- CEER will continue its analysis of and reaction to initiatives from the European Commission which impact energy markets, and our own monitoring activities.
- CEER will take the lead on consumer, retail and DSO aspects of the Bridge to 2025 conclusions paper.

06 Helping to build the European Energy Union



EU-US roundtable in Boston, May 2014

Amongst the “political guidelines” that President of the European Commission, Jean-Claude Juncker, set out for his five-year term (2014-19), and where he states the European Union could make a difference, is by way of a resilient Energy Union with a forward-looking climate change policy.

Whilst the concept of the new European Energy Union is still taking shape, it signals an increased focus on external energy relations and the Union having a united voice in negotiating power vis-a-vis third countries.

Speaking with one voice as Europe’s energy regulators and building relations with Europe’s energy neighbours is something that CEER has been doing successfully since the year 2000.

CEER has positioned itself as an important player in the external dimension of Europe’s energy policy. Our focus has always been on regions of strategic interest to the EU’s external energy policy, starting originally with the Energy Community and Mediterranean regions, and the USA.

Eastern Partnership

CEER’s international strategy efforts recognise that the EU’s policy towards its Eastern neighbours is extremely important for the EU’s external relations and energy security in particular. Since 2012, CEER organises an annual workshop with the regulatory bodies of the six countries of the EU’s Eastern Partnership (EaP) programme (namely Armenia, Azerbaijan, Georgia, Belarus, Moldova and the Ukraine). CEER’s activities in this region have become a permanent pillar in the Eastern Partnership, helping to build stronger relations between Europe and its Eastern partners every year.



CEER on the world stage

Over the years, CEER’s dialogue with fellow regulators has become increasingly global. The International Confederation of Energy Regulators, which CEER helped create in 2009, has facilitated our cooperation with fellow regulators from across the globe.

Our influence on the world stage of regulation is helped by the fact that ICER is chaired by CEER’s President Lord Mogg. CEER also chairs the ICER Technology Change working group, the ICER Women in Energy initiative, and is actively involved in the preparations for the tri-annual global convention (WFER VI) of regulators to be held in Istanbul in 2015.



KEY ACHIEVEMENTS IN 2014

- The 11th EU-US Energy Regulators’ Roundtable took place in Boston, USA in May 2014.
- CEER held its third international workshop with regulators and authorities from the Eastern Partnership countries in London in June.
- CEER hosted a second CEER-ECRB workshop on customer issues in October.
- We welcomed delegations from Japan and Brazil who wanted to learn more about EU energy regulatory issues.

WHAT’S NEXT?

- CEER is planning a fourth Eastern Partnership event with the support of the European Commission in 2015.
- CEER will continue to be actively involved in the International Confederation of Energy Regulators (ICER), taking a leading role on several issues.
- CEER will be well represented at the 6th World Forum in Energy Regulation in Turkey in May 2015.
- CEER and the International Energy Agency (IEA) have planned joint workshops in 2015.
- CEER is committed to being a valued partner to the European institutions and in particular to the Commission’s new Vice President for the Energy Union, and the Climate Action & Energy Commissioner.
- CEER will continue to strengthen interactions with our geographical neighbours.

07 Engaging stakeholders

Stakeholder dialogue is hugely important to our work. CEER events are an important way of engaging in dialogue with stakeholders. We are also active on social media.

CEER has long recognised the importance of public consultation in providing expert views to inform our policy advice to the EU Institutions and in adding further legitimacy to the policy process. In 2014, we ran 7 public consultations and hosted numerous public events and bilateral meetings with stakeholders.

HIGHLIGHTS FROM OUR 2014 EVENTS

We were delighted to gather friends and colleagues to the official opening of our new offices on the eve of our 2014 Annual Conference.

2014

JANUARY

FEBRUARY

22

CEER 2014 Annual Conference

The debate at our 2014 Conference centred on what needs to be done so as to make the IEM deliver for consumers.

18

CEER-EURELECTRIC Roundtable on Electricity Distribution Networks: Backbone of the Smart Energy System

A closed joint workshop to address the role of distribution system operators (DSOs) in the smart energy system and regulation for smart electricity distribution investments.

20

Consumer organisations' involvement in the regulatory process

Regulators and national consumer bodies shared best practices on issues such as training, information sharing and capacity building.



Lord Mogg, KD Borchardt, European Commission, and MEP Jerzy Buzek at the CEER 2014 Annual Conference



18 CEER CUSTOMER CONFERENCE 2014
RETAIL ENERGY MARKETS: FROM ADVOCACY TO ACTION

CEER 2014 Customer Conference

The impressive line-up of speakers at our 2014 CEER Customer Conference included two EU Commissioners (Energy Commissioner, Mr Oettinger; and Consumer Policy Commissioner, Mr Mimica), MEP Turmes and representatives from the Greek and Italian Presidencies of the EU. There were testimonials on the first steps towards implementing the 2020 Vision and four break-out sessions on the so-called “RASP” principles of our 2020 Energy Customer Vision.

The interactive break-out sessions at our Customer Conference focused on two of the RASP principles of the CEER 2020 Customer Vision, namely simplicity and empowerment (through switching).

During the event, 9 (of the 17) Customer Vision supporters presented what they are doing to implement the Vision.

The main take away message from the conference was the shift that has taken place from talking about the need for “consumer-centric” retail markets to what is actually needed to make competitive energy markets a reality.



28

CEER Public Hearing on Quality of Distribution Services

This public hearing, gathering respondents to a CEER public consultation on distribution services, helped inform CEER’s final advice (a suite of 17 recommendations) on the quality of electricity and gas distribution services.

29

ACER-CEER Launch Event on “Energy Regulation: a Bridge to 2025” Consultation Paper

This joint CEER-ACER event launched the consultation on ACER’s Green Paper “Energy Regulation: a Bridge to 2025”.

27 28

CEER-European Commission Workshop of the Eastern Partnership Energy Regulatory Bodies, London

For the third year running, CEER hosted (with the support of the European Commission) an Eastern Partnership workshop with the regulatory authorities of the six Eastern partnership countries. The theme of this 2014 international workshop was building regional electricity markets.

23

CEER-Gas Storage Europe Workshop on Gas Storage and Security of Supply

The workshop addressed issues such as the role of storage in providing flexibility and what can be done to value security of supply, gas storage in the Ukraine and a cross-border approach to security of supply.

26

CEER Workshop on ‘Pull Factors’ in achieving a low carbon energy system: the role of consumers and regulators in enabling demand-side flexibility

During EU Sustainable Energy Week, 2014, CEER organised a workshop to launch its demand-side flexibility paper and to discuss forward-looking approaches to unlocking the benefits of demand-side flexibility.

Panellists at the CEER Sustainable Energy Week event



10

Brussels Women in Energy Club Meeting

CEER hosted the September meeting of the Brussels Women's Energy Club (including a visiting German delegation).

22

CEER Public Hearing on Data Management

CEER held a public hearing with respondents to public consultation on data management. Issues discussed included data privacy, security and transparency. The output of the debate will help us finalise our guiding principles on data management.

01

CEER-ECRB workshop on customer issues

The 2nd CEER-ECRB Workshop on customer issues was an opportunity for CEER and the European Commission (DG ENER and DG SANCO) to meet energy regulatory authorities from the Energy Community (Albania, Bosnia and Herzegovina, Kosovo, Montenegro and Serbia) and discuss customer issues. This interactive event addressed issues such as raising consumer awareness, promoting demand response and collective switching. This interesting exchange showed how different the situations are in the EU and in countries of the Energy Community.

07

Public hearing on Green Electricity

CEER presented the initial results of its public consultation on green electricity and sought further input from stakeholders, before finalising its advice on green electricity.

SEPTEMBER

OCTOBER

23

ACER-CEER Joint Event "A Bridge to 2025" Publication

At this joint event, ACER, in cooperation with CEER, presented its "Energy Regulation: A Bridge to 2025" conclusions paper to 230 interested parties (including institutional representatives and energy stakeholders). The regulators' Bridge to 2025 recommendations are based on a holistic analysis of Europe's energy sector, setting out the challenges the electricity and gas sectors are expected to face over the coming decade and the appropriate regulatory response within the framework of Europe's Internal Energy Market.

21

Working together on the implementation of the 2020 Vision

CEER met with BEUC and the 2020 Vision supporters to present the results of the questionnaire on supporters' implementation of the 2020 Vision. Participants called for a structured dialogue with the supporters of the 2020 Vision that would complement the CEER annual customer conference and the European Commission's Citizens' Energy Forum.

22

ACER-CEER Market Monitoring Report launch event

For the third year, CEER and ACER held an event to launch their joint Annual Report on the results of monitoring the internal electricity and natural gas markets.

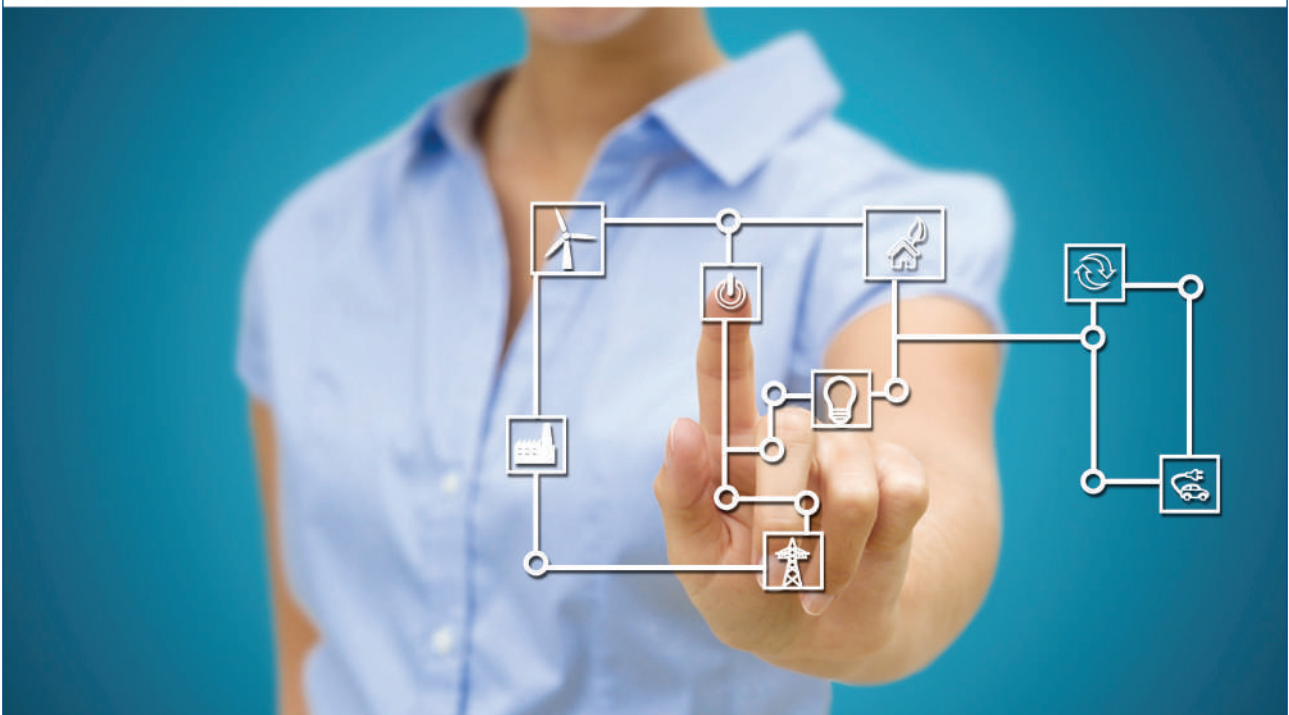
WHAT'S NEXT?

- We will continue to engage fully with stakeholders through events and meetings and public consultations. We envisage stakeholder panels of energy actors and consumer representative bodies so as to collectively develop a strategic and holistic view on developments across gas and electricity markets.

Launch event of the ACER-CEER Market Monitoring Report



Unlocking energy market flexibility & demand-side response



CEER 2015 Annual Conference

29 January 2015

Museum of Natural Sciences, Brussels



www.ceer.eu

08 Developing our talent pool

CEER is committed to supporting its members, the national regulatory authorities (NRAs), in their daily work. Good regulation requires NRAs to have both the powers and resources to carry out their work effectively. This means having sufficient expert and experienced staff, and being able to attract bright young recruits so as to avoid sector skills shortages.

For years, CEER has facilitated the exchange of regulatory best practices among regulators. In 2014, CEER took the initiative to develop energy regulators' collective talent pool by launching a professional training programme for energy regulators. Our training courses are designed and led by regulators for staff of energy NRAs. We place a focus on delivering high quality training on the practice of regulation and on job-related skills for NRA regulatory staff.

Great course, great programme, great training room, great lunches

Testimonial from a Participant of the CEER 2014 Legal Training course

In addition, CEER, with fellow members of the International Confederation of Energy Regulators (ICER), actively helps women working in NRAs to advance in their career development through ICER's Women in Energy (WIE) initiative.

KEY ACHIEVEMENTS IN 2014

- Following the success of 3 pilot training courses (one of which was co-organised with the Florence School of Regulation), CEER developed and rolled out a series of training courses for NRA staff. Our CEER training topics range from introductory to senior level courses and cover technical areas such as network tariffs, REMIT and benchmarking.
- 8 mentors (male and female) and 19 (female) mentees from CEER's member authorities participated in the ICER global mentoring programme.
- In an effort to give something back to the community, CEER was a proud partner of the Brussels 2014 Greenlight for Girls day, a fun initiative which seeks to inspire young girls (aged 11-15) to take up science, mathematics and technology subjects and attract them into sectors such as energy and science.



Michaela Kollau, CEER Sustainable Development Co-Chair and speaker at our Sustainable Energy Week event

- CEER has aimed for (and exceeded) a 20% female speaker target for its events in 2014.

WHAT'S NEXT?

- CEER will continue to offer a full programme of training opportunities for energy regulators on a range of regulatory issues which are highly relevant to their daily tasks and responsibilities.
- CEER will also examine ways for its members to support capacity building for non-EU NRAs.

8

CEER training courses

145

course participants



WANT TO FIND OUT MORE ABOUT THE COUNCIL OF EUROPEAN ENERGY REGULATORS?

Our public documents are freely available for download from our website or can be obtained directly from the CEER Secretariat.

We also produce tailored communications material such as press releases, non-technical fact sheets and Citizen Q&A memos in an effort to better communicate with a wider audience.

Each month we dispatch a free electronic newsletter, CEER News, directly to the e-mail inbox of interested subscribers

WANT TO KNOW MORE?

Visit our website www.ceer.eu

- 1.** We've put together video, factsheets and interactive games to present energy markets and consumer rights on the customer section of the website.
- 2.** Visit our interactive map of Europe for links to your national energy points of contact.
- 3.** Subscribe online and receive our free monthly newsletter

09 Our people

THE CEER BOARD

The CEER Board comprises a President and five Vice Presidents.



Lord Mogg, CEER President

CEER Vice Presidents



Annegret Groebel
(BNetzA)



Walter Boltz
(E-Control)



Valeria Termini
(AEEGSI)



Michel Thiollière
(CRE)



Tomislav Jureković
(HERA)

HONORARY MEMBERS OF CEER

Ms Asta Sihvonen-Punkka, Mr Jorge Vasconcelos, Mr Jean Syrota, Mr Pippo Ranci and Mr Callum McCarthy are honorary members of CEER.

THE GENERAL ASSEMBLY

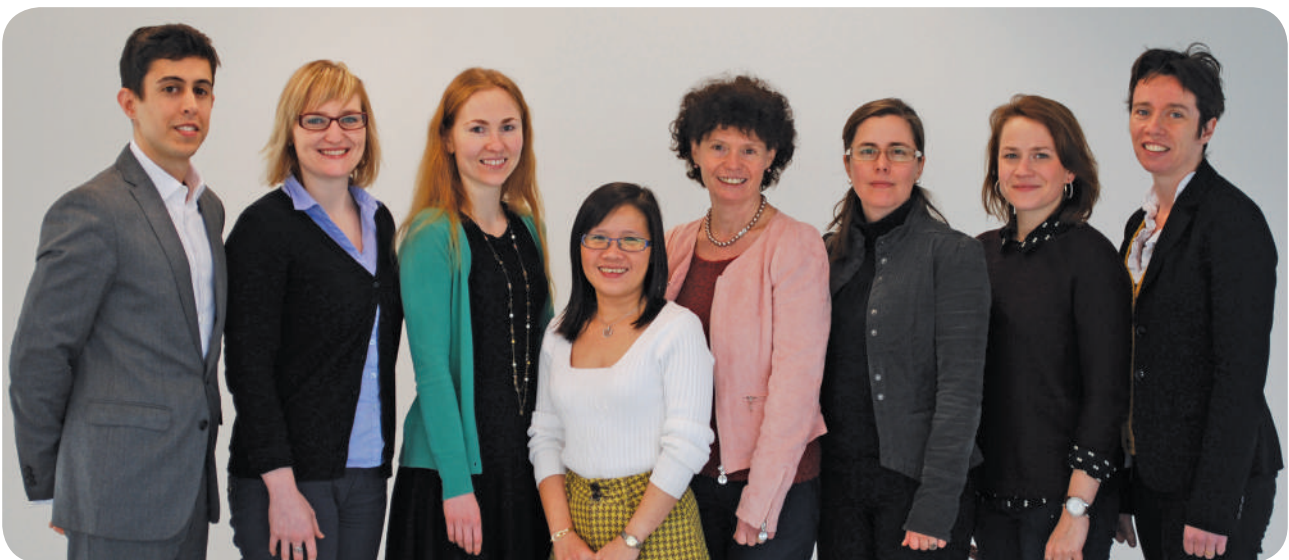
The General Assembly is made up of the heads (or their high level representatives) of the national energy regulatory authorities. The General Assembly meets 10 times per year.



CEER General Assembly meeting, November 2014

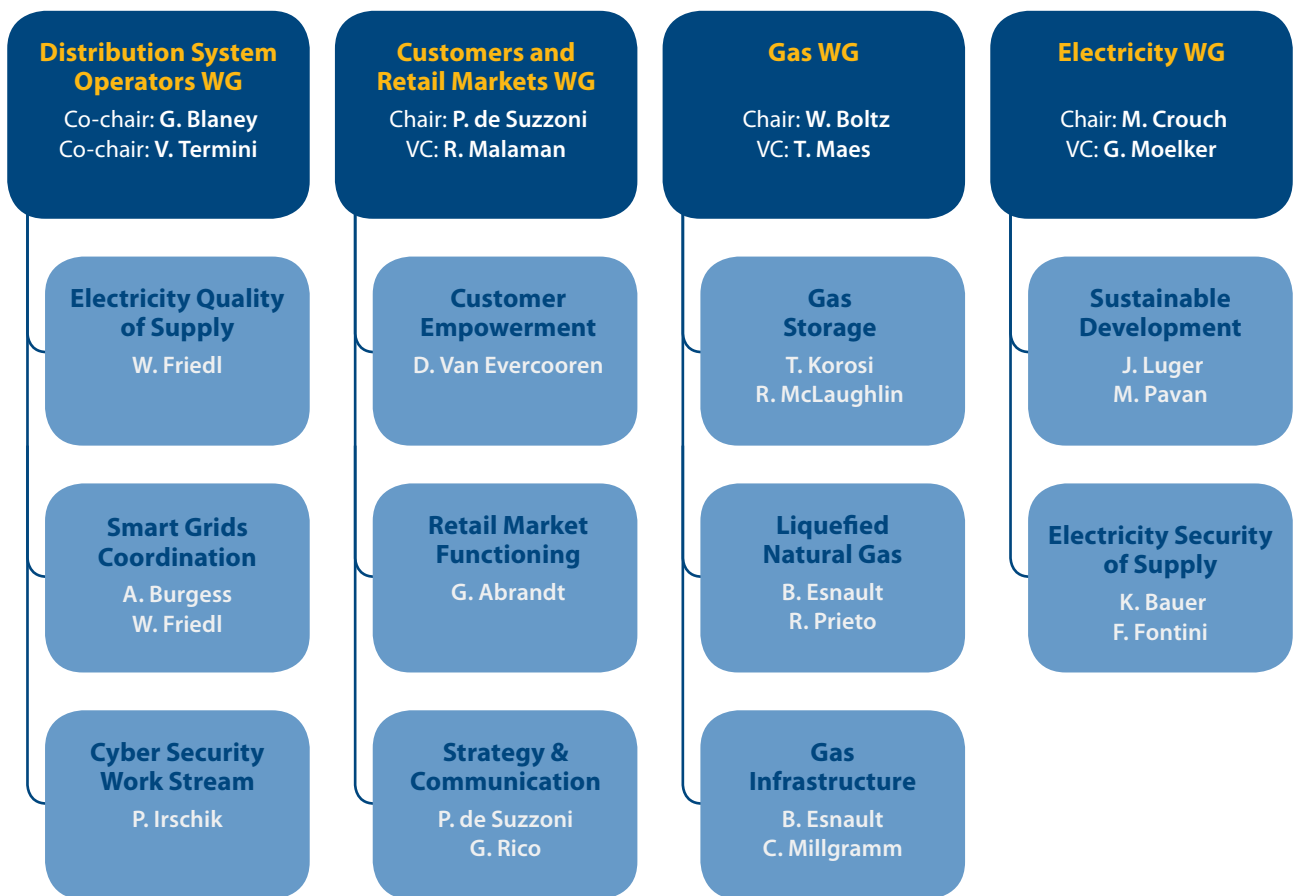
THE CEER SECRETARIAT

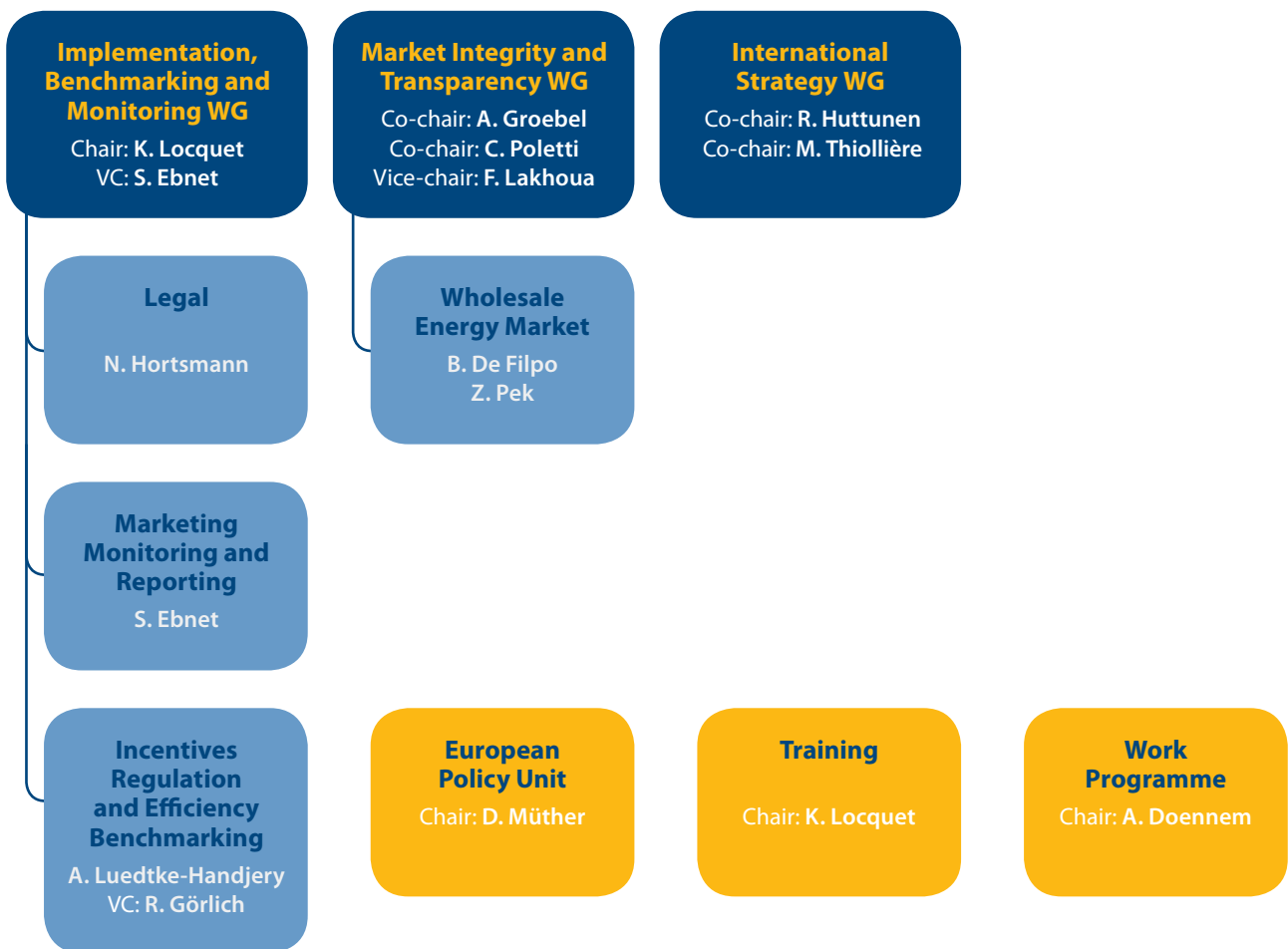
CEER has a small Secretariat of 8 persons, based in Brussels. It is headed up by Ms Natalie McCoy, the CEER Secretary General.



CEER WORKING GROUP AND TASK FORCE CHAIRS

The CEER Working Groups and Task Forces are chaired by NRA staff. We thank the Chairs and Vice Chairs for leading these groups.





Appendix I – CEER documents 2014

CROSS-SECTORAL

- CEER Response to the European Commission consultation on Energy and Environment State Aid Guidelines, *14 February 2014*
- CEER Memo on regulatory aspects of energy investment conditions in European countries, *7 March 2014*
- CEER Position on the European Commission's Policy Framework for Climate and Energy 2020-2030, *13 March 2014*
- CEER Response to the European Commission public consultation on Retail Markets, *29 April 2014*
- CEER Public Consultation Paper: CEER 2015 Work Programme, *12 June 2014*
- CEER Memo on the unbundling of TSOs, DSOs and closed Distribution Systems Operators, *30 July 2014*
- CEER Memo on REMIT implementation at national level, *18 September 2014*
- CEER Position on the European Commission's Communication: European Energy Security Strategy, *3 October 2014*
- ACER/CEER Annual Report on the Results of Monitoring the Internal Electricity and Natural Gas Markets in 2013, *22 October 2014*
- CEER Memo on regulatory performance assessment principles, *16 December 2014*
- CEER 2015 Work Programme, *16 December 2014*

ELECTRICITY

- CEER Benchmarking Report 5.1 on the continuity of electricity supply, *11 February 2014*
- CEER Status Review of the regulatory approaches to enabling smart grid solutions, *18 February 2014*
- CEER Assessment of electricity generation adequacy in European countries, *3 March 2014*
- CEER Advice on ensuring market and regulatory arrangements help deliver demand-side flexibility, *26 June 2014*
- CEER Memo on the development and regulation of electricity storage applications, *25 July 2014*
- CEER Recommendations on generation adequacy assessment in European countries, *8 October 2014*
- CEER Status Review of renewable and energy efficiency support schemes in Europe in 2012 and 2013, *16 December 2014*

GAS

- CEER Status Review on monitoring access to LNG terminals in 2009-2013, *22 October 2014*
- CEER Public Consultation Paper: CEER vision on the regulatory arrangements for the gas storage market, *22 October 2014*

CUSTOMERS

- CEER Public Consultation Paper: CEER draft advice on data management for better retail market functioning, *26 March 2014*
- CEER Public Consultation Paper: CEER draft advice on how to involve and engage consumer organisations in the regulatory process, *18 June 2014*
- CEER Advice on the quality of electricity and gas distribution services, *21 October 2014*
- CEER Report on the implementation of the 2020 Vision by its supporters, *5 November 2014*

Appendix II – Press Releases 2014

PRESS RELEASES

- Bringing the Internal Energy Market home to consumers, (PR-14-01), 22 January 2014
- Montenegro joins CEER, (PR-14-02), 17 March 2014
- Impact of Ukraine crisis on security of supply tops the Madrid Forum agenda, (PR-14-03), 6 May 2014
- Regulators praise the Council for tackling the elephant in the room – energy prices, costs and competitiveness, (PR-14-04), 13 June 2014
- Consumer-centric retail energy markets shift from advocacy to action, (PR-14-06), 18 June 2014
- Regulators advice seeks to unlock the demand/consumer side of electricity markets, (PR-14-05), 26 June 2014
- Regulators' Bridge to 2025 energy proposals should guide the new Commission's energy priorities (PR-14-07), 23 September 2014
- Regulators raise some questions on the Commission's Energy Market Report (PR-14-08), 13 October 2014
- Regulators report to Madrid Forum on strong storage situation and the role of LNG in security of supply (PR-14-09), 15 October 2014
- Why is the decrease in wholesale energy prices not reflected in retail prices? (PR-14-10), 22 October 2014
- Joint Press Release of 10 energy associations: "Ten European gas & electricity associations call for a comprehensive and EU-wide adoption of the EU anti-VAT-fraud package by all 28 Member States" 26 November 2014

BROCHURES

- CEER – fostering energy markets, empowering consumers



- Putting consumers at the heart of EU energy policy



Appendix III – Presentations by the European energy regulators







- **COPLEY Mark**,
Member of the CEER Electricity Working Group, E-world energy & water 2014, “European Electricity Market”,
Essen, 11 February 2014
- **JUREKOVIC Tomislav**,
Vice President of CEER, Eurogas meeting on the Internal Gas Market, “Delivering the benefits to customers”,
Prague, 26 March 2014
- **DE SUZZONI Patricia**,
Chair of the CEER Customers and Retail Markets Working Group, Innogrid 2020+ Conference, “Market Design”,
Brussels, 26 March 2014
- **PREINSTORFER Dietmar**,
Head of International Relations, E-Control, GIOGIE, *Tbilisi, 26-27 March 2014*
- **DE SUZZONI Patricia**,
Chair of the CEER Customers and Retail Markets Working Group, European conference on smart metering deployment in the EU, “Tapping the full potential of smart metering”,
Brussels, 8 April 2014
- **PRIETO Rocio**,
Co-Chair of the CEER LNG Task Force, 25th Madrid Forum, “The role of LNG in a security of supply context”,
Madrid, 6 May 2014
- **OTTERBERG Nicole and McLAUGHLIN Ryan**,
GSE President and Co-Chair of CEER Storage Task Force respectively, 25th Madrid Forum, “Storage and Security of Supply”,
Madrid, 6-7 May 2014
- **BLANEY Garrett**,
Co-chair of the CEER Distribution System Operators Working Group, GEODE Spring Seminar, “The future role of DSOs in the Energy Retail Market”,
Brussels, 13 May 2014
- **GROEBEL Annegret**,
CEER Vice President, 11th EU-US Energy Regulators Roundtable, “Regulating Modern Networks – Cost Allocation, Facilitating Innovation”,
Boston, 13-14 May 2014
- **HALLDEARN David**,
Member of the CEER International Strategy Group, 11th EU-US Energy Regulators Roundtable, “Renewables and EU policy debate: implications for regulation and regulators”,
Boston, 13-14 May 2014
- **VEGTER Anita**,
Member of the CEER International Strategy Group, 11th EU-US Energy Regulators Roundtable, “Engaging with and protecting consumers”,
Boston, 13-14 May 2014
- **TERMINI Valeria**,
CEER Vice President, 11th EU-US Energy Regulators Roundtable, “The impact of distribution generation on electricity infrastructure”,
Boston, 13-14 May 2014
- **MOGG Lord**,
President of CEER, 11th EU-US Energy Regulators Roundtable, “Energy Regulation- A Bridge to 2025”,
Boston, 13-14 May 2014
- **CROUCH Martin**,
Chair of the CEER Electricity Working Group, 26th Florence Forum, “Outcome of Public Consultation on Regulatory and Market Aspects of Demand-Side Flexibility”,
Florence 20-21 May 2014
- **LO SCHIAVO Luca**,
Member of CEER Distribution System Operators Working Group, CEDEC Gas Day, “Power to Gas – The regulator’s view on future challenges”,
Verona, 27 May 2014
- **MOGG Lord**,
President of CEER, Eurelectric annual convention and conference, “Energy Leaders Forum: Are Customers, Politicians and Industry on the same line?”,
London, 2-3 June 2014

- **WATRINET Emmanuel and VOEGEL Stefan**,
CRE and E-Control respectively,
2nd Annual European meeting
on Grid Integration & Electricity
Ancillary Services,
Amsterdam, 12-13 June 2014
- **DE SUZZONI Patricia**,
Chair of the CEER Customers and
Retail Markets Working Group,
Fondazione Consumo Sostenibile
Consumers & Sustainable Energy
conference, "Consumer engagement
in energy efficiency, climate change
and micro generation",
Brussels, 17 June 2014
- **DE SUZZONI Patricia**,
Chair of the CEER Customers and
Retail Markets Working Group,
ADVANCED Project, "The Potential
of Active Demand in Europe",
25 June 2014
- **LUGER James**,
Co-chair of the CEER Sustainable
Development Task Force,
Meeting on Synergies in roll-out
of networks by energy utilities
and telecoms, "To discuss the
increased need of cooperation
between telcos and energy NRAs",
26 June 2014
- **VAN HAUWERMEIREN Geert**,
Member of CEER ISG group,
EC Gas Quality Workshop,
Brussels, 1 July 2014
- **GILDEA Joseph**,
Member of CEER Market Monitoring
and Reporting Task Force, IEA
Workshop on Demand Side Response,
"Ensuring Market and Regulatory
Arrangements help deliver Demand-
Side Flexibility", *Paris, 3 July*
- **BLANEY Garrett**,
Co-chair of the CEER Distribution
System Operators Working Group,
17th Annual Energy Risk Europe
summit, "Assessing the changes in
the electricity and gas markets",
London, 1-2 October 2014
- **BOLTZ Walter**,
Vice President of CEER, 26th Madrid
Forum, "Security of Supply –
CEER intervention",
Madrid, 15-16 October 2014
- **McLAUGHLIN Ryan**,
Co-Chair of the CEER Storage
Task Force, 26th Madrid Forum,
"Gas Storage and Security
of Supply in Europe",
Madrid, 15-16 October 2014
- **PRIETO Rocio**,
Co-Chair of the CEER LNG
Task Force, 26th Madrid Forum,
"The role of LNG in Security
of Supply",
Madrid, 15-16 October 2014
- **MOGG Lord**,
President of CEER, Singapore
Energy Summit, "Maximising the
potential of renewables",
Singapore, 27 October 2014
- **JUREKOVIC Tomislav**,
Vice President of CEER, EESC Event
Securing Essential Imports
for the EU: New Opportunities
or new threats, "Security and
predictability of energy supply",
Zagreb, 14 November
- **DE SUZZONI Patricia**,
Chair of the CEER Customers
and Retail Markets Working Group,
CEDEC Conference, "The future is
now – Retail Market Initiatives",
Brussels, 19 November 2014
- **GALIMBERTI Ilaria**,
Member of the CEER Distribution
System Operators Working Group,
CEDEC Conference, "The future is
now – The future role of DSOs",
Brussels, 19 November 2014
- **DE SUZZONI Patricia**,
Chair of the CEER Customers and
Retail Markets Working Group,
GEODE Autumn Seminar, "Efficient
Energy Markets – the role of the
local energy companies",
Barcelona, 27 November 2014
- **BONNEFOI Domitille**,
Member of the CEER Electricity
Working Group, 27th Florence Forum,
"Activating Demand-Side Flexibility",
Florence, 27-28 November 2014

Appendix IV – Membership of CEER

MEMBERSHIP OF CEER

| | | |
|---|-----------------------|--|
|  | Austria | E-Control Austria (E-Control) |
|  | Belgium | Commission for the Regulation of Electricity and Gas (CREG) |
|  | Bulgaria | State Energy & Water Regulatory Commission (SEWRC) |
|  | Croatia | Croatian Energy Regulatory Authority (HERA) |
|  | Cyprus | Cyprus Energy Regulatory Authority (CERA) |
|  | Czech Republic | Energy Regulatory Office (ERU) |
|  | Denmark | Danish Energy Regulatory Authority (DERA) |
|  | Estonia | Estonian Competition Authority (ECA) |
|  | Finland | The Energy Authority (EV) |
|  | France | Commission for the Regulation of Energy (CRE) |
|  | Germany | Federal Network Agency for Electricity, Gas, Telecommunications, Posts and Railways (BNetzA) |
|  | Greece | Regulatory Authority for Energy (RAE) |
|  | Hungary | Hungarian Energy and Public Utility Regulatory Authority (MEKH) |
|  | Iceland | National Energy Authority (Orkustofnun) |
|  | Ireland | Commission for Energy Regulation (CER) |
|  | Italy | Italian Regulatory Authority for Electricity, Gas and Water (AEEGSI) |
|  | Latvia | Public Utilities Commission (PUC) |

| | | |
|---|------------------------|---|
|  | Lithuania | National Commission for Energy Control and Prices (NCC) |
|  | Luxembourg | Luxembourg Institute of Regulation (ILR) |
|  | Malta | Malta Resources Authority (MRA) |
|  | The Netherlands | Authority for Consumers and Markets (ACM) |
|  | Norway | Norwegian Water Resources & Energy Directorate (NVE) |
|  | Poland | Energy Regulatory Office (ERO) |
|  | Portugal | Energy Services Regulatory Authority (ERSE) |
|  | Romania | Romanian Energy Regulatory Authority (ANRE) |
|  | Slovak Republic | Regulatory Office for Network Industries (URSO) |
|  | Slovenia | Energy Agency of the Republic of Slovenia (AGEN) |
|  | Spain | National Commission for Markets and Competition (CNMC) |
|  | Sweden | Energy Markets Inspectorate (EI) |
|  | United Kingdom | Office of Gas and Electricity Markets (Ofgem) |

CEER OBSERVERS

| | | |
|---|--|---|
|  | Former Yugoslav Republic of Macedonia | Energy Regulatory Commission of the Republic of Macedonia (ERC) |
|  | Montenegro | Energy Regulatory Agency (REGAGEN) |
|  | Swiss Confederation | Federal Electricity Commission (EiCom) |

2014 in figures

3688

Visitors

46K

Website users

34%

New website visitors

7

CEER Public consultations

253

Respondents to CEER public consultations

1443

Twitter followers

11

Press releases

24

CEER documents published

218

Meetings in CEER premises

15

CEER events

1,323

Event participants

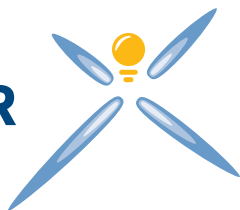


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