

# Annual Report 2015



Council of  
European Energy  
Regulators





# 2015 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 2015 to 31 December 2015.

## 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, security of supply 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](http://www.ceer.eu)



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“Well-functioning retail markets should be competitive and innovative, working in the interest of consumers”

## // 01 PRESIDENT'S STATEMENT

With COP21 climate change negotiations, 2015 was an important year for energy and climate change in Europe. In the European Commission's "Summer Package" it put forward its thinking on a new energy market design that seeks to improve energy market design and deliver benefit to consumers. It was equally an important year for energy regulators' own initiatives.

The Energy Union strategy and the commitment we regulators made in our "Bridge to 2025" proposals (of September 2014) are fully aligned. A critical element is making sure that energy markets are fit for purpose. CEER's work contributes directly towards the Energy Union strategy: safeguarding security of supply; integrating markets into an Internal Energy Market; energy efficiency; decarbonisation; and promoting innovation and competition in the consumer interest.

CEER has long advocated that it is fundamental to put consumers at the heart of the Energy Union. We have taken a leading role in promoting consumer protection and empowerment, and markets which respond to energy consumers' interests. Consumers, retail markets and distribution networks are thus intrinsically inter-linked and they are among CEER's top priorities.

An important part of the Energy Union package is to define what success looks like and make sure that we assess whether we are achieving it. In 2015, CEER developed a forward-looking framework defining what characterises a well-functioning (national) market (in terms of outcomes customers want) and common criteria for market assessments. This is a first step in developing well-functioning retail energy markets to the benefit of consumers by 2025. We have also begun to address another key issue: how distribution networks will have to adapt to facilitate such markets.

A few short words of appreciation. First and foremost, thanks to Natalie McCoy for her untiring commitment as Secretary General during the past 4 years and for her enormous contribution in growing the scope and activities of CEER. We wish her well as she leaves us for lands sunnier than Brussels. Secondly, to my colleagues within CEER for their confidence in re-electing me as their President for another term. Alongside the new team of CEER Vice Presidents (Annegret Groebel, Marie-Pierre Fauconnier, Valeria Termini, Remko Bos and Tomislav Jureković) I hope to listen to, serve and lead you well so that regulators play their full role within and beyond the Energy Union.

I should also like to extend a hand of friendship to the national energy regulators of the Energy Community, in particular welcoming the Energy Regulatory Office of Kosovo (our newest CEER Observer). We encourage fellow regulators from the Energy Community Contracting Parties to join CEER's growing regulatory community and to allow us all to benefit from our collective expertise and CEER's exciting new initiatives.

We look forward in 2016 to helping Europe's co-legislators shape and improve legislative proposals and to future-proof the evolving energy framework.

**Lord Mogg**  
CEER President

“The revision of the financial market legislation must avoid placing additional obligations on firms trading energy who are already subject to effective supervision by energy regulators under REMIT. Otherwise, there is a major risk to liquidity in energy markets.”

**Annegret Groebel,**  
Chair of the CEER Market Integrity and Transparency Working Group



## //02 ADVANCING THE ENERGY UNION

In 2014, we worked closely with ACER to develop detailed proposals (the so-called “Bridge to 2025 conclusions paper”) which represent a joint strategy of CEER and ACER) to shape EU energy policy until the year 2025.

The subsequent Energy Union Strategy (adopted by the European Commission in February 2015) reinvigorated regulators’ ongoing efforts to work hard to deliver well-functioning markets and to better integrate national markets.

We are already realising results focused on:

- strong stakeholder engagement to deliver the Energy Union strategy
- linking wholesale & retail markets in an integrated Internal Energy Market (IEM)
- new governance arrangements fit for an integrated market
- strengthening interactions with regulators within and outside the EU including through regulatory capacity-building along IEM principles.



### ✓ HIGHLIGHTS

- We developed forward-thinking work across a number of areas including security of gas supply, gas storage, well-functioning retail markets, DSOs and future renewables support schemes.
- We continued our monitoring activities including of gas storage guidelines and GSE’s transparency template and produced jointly with ACER our annual market monitoring report.
- We provided regulatory insight and perspective to several European Commission consultations including on the new energy market design; risk preparedness in the area of security of electricity supply (both together with ACER); and the EU strategy on LNG and storage.

- We supported NRAs in their new duties under the Regulation on Energy Market Integrity and Transparency (REMIT), including through dedicated practitioner-focused training sessions. We also monitored the transposition of REMIT into national legislation, assessing the approach to national monitoring, investigation and enforcement in an effort to ensure a timely and consistent approach to REMIT implementation.
- We followed closely the developments related to financial legislation, meeting and advising MEPs and responding to the European Commission’s consultation on the Regulation on OTC Derivatives, Central Counterparties and Trade Repositories (EMIR), and to the European Securities and Markets Authority’s public consultations on the review of the Market in Financial Instruments Directive (MiFID II)/MiFIR.

### 📅 WHAT’S COMING?

- CEER will continue its analysis of and provide input to European Commission initiatives which impact energy markets.
- We will continue our own monitoring activities.
- CEER will take the lead on many consumer, retail market, distribution system, financial, electricity and gas issues.





## //03 DESIGNING FIT-FOR-PURPOSE MARKETS THAT INTEGRATE CLIMATE AND ENERGY OBJECTIVES

In 2015, EU policy makers started the re-design of the Union's electricity markets, with the European Commission launching its consultation on energy market design.

Regulators share the Commission's aim to link wholesale and retail markets, to have an Internal Energy Market fit for purpose for renewables, energy efficiency, smart and flexible technologies and infrastructure. Consequently, CEER continues to be a strong advocate for bringing RES into the market, for a more harmonised approach to RES support schemes, and to reward flexibility in the market.

2015 saw a renewed focus on climate and energy with the international COP 21 climate change talks in Paris in December.

Regulators remain committed to playing our part to deliver Europe's objective of a resilient Energy Union with a forward-looking climate policy.

Decarbonisation increases the need for flexibility. Flexibility in turn implies the need for more renewables, re-defining the role of DSOs so that they become more active operators, the development of new storage technologies, smarter and more flexible grids and a more active demand (i.e. consumer) side – all issues which feature in our work.

### ✓ HIGHLIGHTS

- The CEER 2015 Annual Conference brought together high level energy experts and policy makers, including Mr Arias Cañete (EU Energy Commissioner) and Mr Buzek (Chair of the European Parliament's ITRE Committee), to discuss energy market flexibility and removing the barriers to demand response.



Energy Commissioner, Mr Arias Cañete, at the CEER 2015 Annual Conference

- We responded (jointly with ACER) to the European Commission's energy market design consultation.
- Our CEER report on renewable and energy efficiency support schemes provides data and analysis on support schemes at an important time of reviewing progress towards Europe's 2020 goals. CEER's report should facilitate understanding the different approaches (and costs) of subsidies which can help to inform and improve future support scheme designs.

### 📅 WHAT'S COMING?

- On the horizon for 2016 is new or re-cast EU legislation including energy efficiency and RES packages so as to align with the new 2030 targets, and the new electricity market design initiative. CEER stands ready to provide expertise to the co-legislators on these packages, and will continue to push for renewables and flexibility to be fully integrated into the electricity market re-design.
- We will draft guidelines on how flexibility can be used by DSOs with minimal distortion to markets and competition. We will also continue to actively participate in the work of the European Commission's Expert Group 3 and with ACER on flexibility issues.
- We will undertake a review of self-consumption, looking at developments in Member States and key regulatory issues, such as how to balance self-consumption and generation on the power grid and how to remunerate this vis-à-vis the impact on system costs.

“The market must be fit for renewables and renewables must be fit for the market.”

Fernando Hernández,  
Chair of the CEER  
Electricity Working Group

“Security of supply is no longer exclusively a national consideration. Regional solutions must be pursued.”

Walter Boltz,  
Chair of the CEER Gas  
Working Group

## //04 SAFEGUARDING SECURITY OF SUPPLY

In 2015, CEER advanced considerable work to improve Europe's resilience to security of supply challenges. We welcome the fact that the European Commission will, in 2016, adopt a set of proposals intended to improve Europe's security of supply in both gas and electricity. With this in mind, in 2015, CEER adopted a forward-thinking approach in developing a gas security of supply “Concept Paper” and a storage “Vision Paper” to tackle the challenge of gas security of supply.

### ✓ HIGHLIGHTS

- The European Commission's planned revision of the electricity security of supply directive (as set out in their 2016 work programme) references our 2014 proposals on better harmonising generation adequacy assessments as a justification for a common approach.
- We responded to several European Commission public consultations on electricity and gas security (including a joint response with ACER on risk preparedness for electricity security of electricity supply). Our work on how

LNG and gas storage enhance security of supply in the EU was presented at the European Gas Regulatory (Madrid) Forum, and welcomed by the European Commission as valuable input on how to improve Europe's gas security rules.

Our “Vision Paper” on the regulatory arrangements for the gas storage market outlines regulatory and policy options to ensure that gas storage can compete, where possible and for measures to be put in place to safeguard supplies, where no flexibility market exists.

We published a report on LNG's role in improving regional security of supply, held a workshop on the topic and responded to the European Commission consultation on an EU strategy for LNG and gas storage.

In our belief that a sound regulatory framework is essential to encourage the investment and innovation required to meet our energy needs, CEER updated its memo on 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 COMING?

- Our 2016 Annual Conference focuses on security of supply.
- We will continue to contribute to the Commission's initiatives (e.g. market design and LNG) and legislative proposals (including on security of electricity and gas supply, the energy efficiency directive and the renewable energy package).
- We stand ready to support and provide expertise, if required, to the Commission in the completion and follow up to its state aid sectoral inquiry into national capacity markets.
- We will be active in the newly established “Copenhagen Forum” for infrastructure. Regulators remain committed to progressing projects of common interest (PCIs), including allocating costs across borders, so as to ensure adequate interconnection in Europe.



“Joined up thinking on energy regulation and speaking with one voice in international relations is nothing new for CEER.”

Marie-Pierre Fauconnier,  
Co-Chair of the CEER International  
Coordination Group



## //05 REACHING OUT BEYOND EUROPE

Global challenges such as climate change and energy security demonstrate the need for an effective external dimension to Europe's energy policy and for Europe to be a stronger global player.

Joined-up thinking in the form of common CEER position papers and representing Europe's energy regulators with a single voice in international relations is nothing new for CEER. As the voice of Europe's national regulators for the past 15 years, CEER is a credible and reputable actor in the external dimension of Europe's energy policy.

### International collaboration

CEER has for years fostered strong relations with regulators around the world. In order to maintain and deepen relationships with world partners, CEER regularly organises bilateral roundtable discussions with international counterparts.

This international effort has been greatly facilitated through the framework of the International Confederation of Energy Regulators (ICER) which allows CEER to maintain close relations with fellow regional associations of regulators. ICER was chaired by CEER's President Lord Mogg from its inception in October 2009 until May 2015.



### HIGHLIGHTS

- CEER held a series of joint workshops with the International Energy Agency.
- In March, CEER held its fifth annual roundtable with ARIAE (the Latin American regulators).
- The fourth CEER-European Commission Eastern Partnership workshop took place in Moldova.
- CEER assisted with the preparations and provided high level speakers for the tri-annual global convention of regulators (WFER VI) held in Istanbul in May. The World Forum brought together regulatory experts from developed and developing countries to discuss global issues of common interest.
- For the 3<sup>rd</sup> year running, CEER held an interactive workshop on customer issues for the NRAs of the Energy Community.
- Also in 2015, CEER welcomed delegations from China and Japan.

### WHAT'S COMING?

- CEER will continue to be actively involved in ICER, taking a leading role on several issues.
- Based on the excellent relations with the IEA, further joint workshops are planned for 2016.
- CEER will continue to promote the sharing of experience and good practice through bilateral exchanges with countries of the Energy Community, ERRA and MEDREG.
- The XI<sup>th</sup> EU-US regulatory roundtable will take place in Madrid in April 2016.



CEER delegation at WFER6, Istanbul



# //06 ENGAGING STAKEHOLDERS

“CEER has long recognised the importance of public consultation and events in providing expert views to inform our policy advice and in adding further legitimacy to the policy process.”

Natalie McCoy,  
CEER Secretary General



## JANUARY

14 15

**Joint CEER- IEA workshop**  
Regulators and the IEA’s Electricity Security Advisory Panel (ESAP) met in Paris for a 2-day workshop. Day 1 focused on network investment and regulation. Day 2 considered security of supply and regional planning of generation and networks to ensure the transition of the electricity sector to low-carbon sources.

29

**CEER 2015 Annual Conference**  
Our annual conference looked at the challenges and some of the practical issues of delivering flexibility at wholesale and network level as well as innovative approaches unlocking consumers’ contribution to flexibility.

2,200

TWITTER FOLLOWERS

15

PRESS RELEASES

## MARCH

17

**The role of LNG to improve security of supply**  
The discussion at this workshop, held in Madrid, was valuable input to our work on the role of LNG to improve security of supply.

26 27

**CEER-European Commission Eastern Partnership workshop Chisinau (Moldova)**  
For the fourth year running, CEER hosted (with the support of the European Commission) a workshop with the regulatory authorities of the six Eastern Partnership countries. The theme of this 2015 international workshop was regulatory incentives.

30

**CEER public hearing on the future role of DSOs**  
CEER presented the initial results of the public consultation and sought further input from stakeholders before finalising its conclusions paper (in July) on the future role of the DSO.

19

CEER PUBLIC DOCUMENT

## JUNE

15 19

CEER organised two EU Sustainable Energy Week events.

17

**CEER workshop on local communities: delivering the Energy Union**  
This high level policy conference showcased how local initiatives contribute to the overall vision of the Energy Union by helping the transition to a low carbon energy system, building consumer engagement and trust, and providing flexibility in the market.



Ms Inete Ielite (Riga Sustainable Energy Action Plan) at our Sustainable Energy Week event

19

**CEER workshop on guaranteed green**  
This SEW workshop brought together customers and companies (such as NIKE) interested in buying “green” electricity as well as the European Commission, regulators and the bodies who certify the “Guarantee of Origin” to discuss CEER’s advice on making the electricity disclosure system more transparent, consistent and resistant to fraud.

## SEPTEMBER

24

**ACER-CEER Bridge to 2025 – One Year Anniversary**  
This event illustrated how ‘the Bridge to 2025’ helps to pave the way towards the Energy Union, including a focus on the new energy market design initiative and a new deal for energy consumers in Europe.



Networking at the ACER-CEER Bridge event

10

CEER EVENTS

975

PARTICIPANTS

## OCTOBER

20

**CEER 2015 Customer Conference**  
At our 2015 Customer Conference on “Retail Energy Market – A ‘New Deal’ for Consumers”, we launched our new framework for assessing retail market performance.



## NOVEMBER

12

**CEER-ECRB workshop on customer issues**  
The 3<sup>rd</sup> CEER-ECRB workshop on customer issues was an opportunity for CEER and the European Commission (DG ENER) to meet energy regulatory authorities from the Energy Community and discuss customer engagement, retail market functioning and alternative dispute resolution issues.



Interactive session at the CEER-ECRB consumer workshop

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**ACER-CEER Market Monitoring Report launch event**  
CEER and ACER held an event to launch their joint Annual Report on the results of monitoring the internal electricity and natural gas markets.

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MEETINGS IN CEER PREMISES



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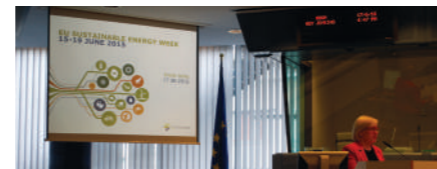
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MEETINGS IN CEER PREMISES



“For Retail Markets to work effectively, innovation and competition are crucial. Consumers must be empowered and enabled to engage in market activities.”

Patricia de Suzzoni,  
Chair of the CEER Customer and  
Retail Markets Working Group



## //07 MAKING ENERGY MARKETS WORK FOR CONSUMERS

CEER firmly believes that Europe's Internal Energy Market should offer consumers a good deal, choice and quality. To make this happen, we need consumer-centric retail market models and for energy actors to embed RASPE principles (Reliability, Affordability, Simplicity, Protection and Empowerment) into everything they do.

In the Bridge to 2025 proposals, CEER committed to a number of customer, retail market and distribution related priorities, several of which we have already delivered in 2015.

The European Commission's Retail Market Communication (July 2015) sets out steps to place consumers centre-stage and deliver a "new deal" for consumers based on a 3-pillar strategy of consumer empowerment; smart homes and networks; and data management and protection.

CEER's Statement on delivering a new deal for energy customers illustrates our contributions to delivering each of the core pillar. These range from our data management advice through to our two new (2015) forward-looking frameworks: one for assessing what well-functioning retail markets should look like (and importantly how to measure this); and the other for regulating distribution system operators (DSOs).

In 2015, we greatly enhanced our focus on removing the barriers to well-functioning retail markets so as to really deliver the Energy Union's new deal to all consumers.

### ✓ HIGHLIGHTS

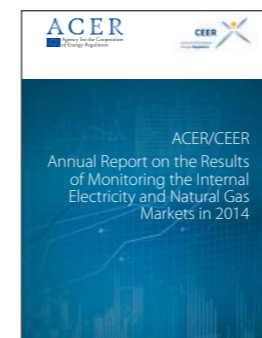
- Our position paper on well-functioning retail energy markets defines the outcomes that a well-functioning retail market should achieve and sets out common criteria for market assessments.
- We have also begun to address how distribution networks will have to adapt to facilitate such markets. Our 2015 paper on the future role DSOs recommends overriding principles for DSOs and a forward-looking framework to determine which activities DSOs should (and should not) engage in.
- We developed data management advice (for better retail market functioning) from the customer perspective.

- As well as producing written advice (presented at the 2015 London Forum) on how to better engage consumer bodies in the regulatory process, we brought regulators and consumer bodies together in a dedicated closed session at our 2015 Customer Conference.



National regulators and consumer bodies in a closed session discuss how to involve consumers in the regulatory process and the market

- As in previous years we produced, with ACER, our joint annual market monitoring report which addresses inter alia customer empowerment and protection issues. It presents data on key aspects of retail market monitoring in Europe from a consumer-oriented perspective, covering both electricity and natural gas markets.



- Because consumers are increasingly interested in electricity produced from renewable sources, we developed advice and recommendations on increasing the coherence and reliability of the system for disclosing how electricity has been produced and from where it originates.

### 📅 WHAT'S COMING?

- We will further develop our distribution work focusing in particular on the DSO-TSO relationship, flexibility issues and incentives schemes for DSOs.
- We have committed to concrete actions that will empower consumers to participate actively in energy markets and that help the development of functioning retail markets that benefit consumers (see our 3-year rolling action plan on how regulators are contributing to a 2020 Vision for Europe's energy customers).
- In 2016, a major priority will be to enhance retail market competition. We will start work on developing a roadmap aimed at competitive, reliable and innovative markets by 2025. We will work on barriers to entry and switching, price comparison tools, data management.

- We will cooperate with the European Commission, contributing to their working groups and in following up their precise request in their July 2015 Retail Communication to work further with regulators on bills; price comparison tools; and the incentivisation of innovation and cost-efficiency by distribution system operators.

- We hope to build partnerships with other sectoral authorities and bodies to share practices and strengthen the enforcement of energy consumer rights.

- Following an update in 2015 of key data on continuity of electricity supply, a new and full (6<sup>th</sup> edition) of our Benchmarking Report on the Quality of Supply covering three areas of the quality of supply of networks (continuity of supply, voltage quality and commercial quality), will be released in 2016. For the first time, it will also include data on gas.

- We are redesigning our website to make it more user-friendly.



“To be a good regulator requires investing in your people and adopting best practice regulation.”

**Koen Locquet,**  
Chair of CEER's Training Working Group



## //08 DEVELOPING BETTER REGULATION TOGETHER

In CEER, we are pursuing our own better regulation agenda. For many years, CEER has facilitated the exchange of regulatory best practices among regulators. In 2014, we took the initiative to develop energy regulators' collective talent pool by launching professional training programme for our regulators.

We worked hard in 2015 to build CEER's Training School, offering a full suite of practitioner-based courses for regulators.

We also extended our courses to non-members, welcoming energy regulators from numerous countries including Cameroon, Georgia and Mexico.

We developed practical toolkits to aid regulatory performance assessment and our assessments of the markets which we regulate. We continue to exchange best practice and develop common position papers across a wide range of policy areas.

- 9** CEER TRAINING COURSES
- 142** COURSE PARTICIPANTS FROM **28** COUNTRIES
- 70** LECTURERS FROM **16** COUNTRIES

### HIGHLIGHTS

- CEER developed and rolled out a full year programme of training courses for NRA staff. Our training topics range from an introductory course (run jointly with the Florence School of Regulation) through to senior level courses covering technical areas such as network tariffs, REMIT and benchmarking.
- CEER has aimed for (and exceeded) a 20% female speaker target for its events in 2015. CEER continued to take the

lead on the Women in Energy initiative of the International Confederation of Energy Regulators (ICER), pro-actively helping women's career advancement through practical tools such as training webinars and mentoring.



- Mentors (male and female) and female mentees from CEER's member authorities participated in the ICER global mentoring programme.

### WHAT'S COMING?

- 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.

# EUROPE'S ENERGY SECURITY OF SUPPLY

## CEER 2016 Annual Conference

### 26 January 2016

**CEER**  
Council of European Energy Regulators

[www.ceer.eu](http://www.ceer.eu)



# //09 OUR PEOPLE

## THE CEER BOARD

The CEER Board comprises a President and five Vice Presidents.



Lord Mogg, CEER President

### CEER Vice Presidents



Remko Bos  
(ACM)



Marie-Pierre Fauconnier  
(CREG)



Annegret Groebel  
(BNetzA)



Tomislav Jureković  
(HERA)



Valeria Termini  
(AEEGSI)

The CEER Board comprises a President and 5 Vice Presidents. The current Board members were elected in May 2015 for a 2.5 year term of office.

## THE GENERAL ASSEMBLY

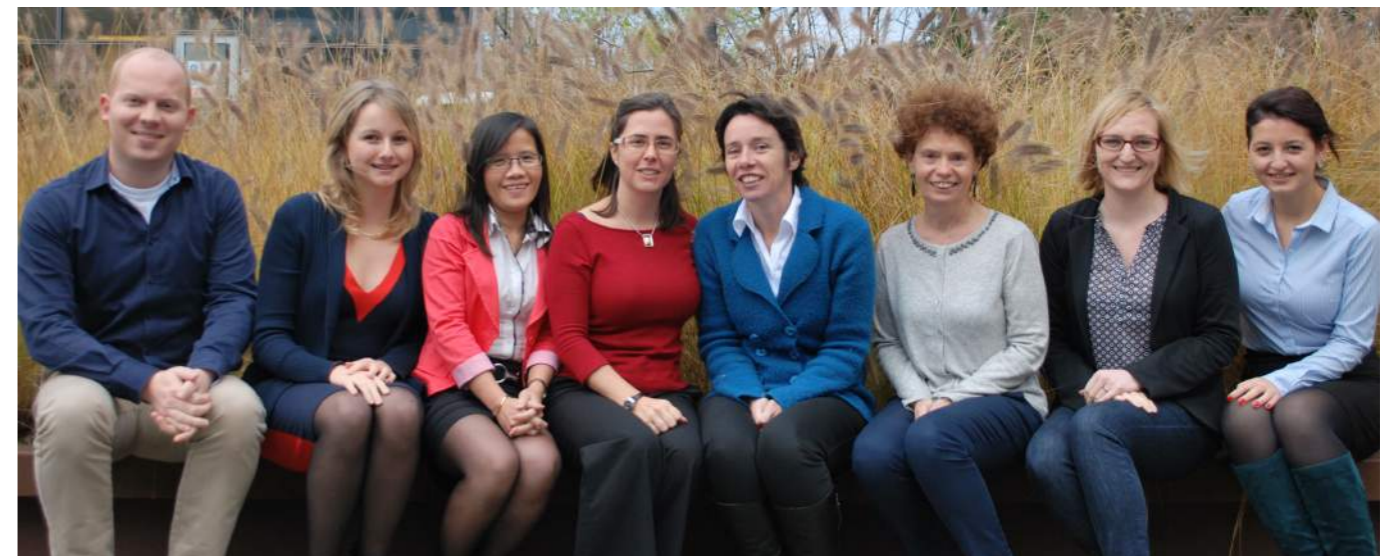
The General Assembly is made up of the heads (or their high level representatives) of the national energy regulatory authorities. The General Assembly meets 10 times per year.



CEER General Assembly meeting, November 2015

## THE CEER SECRETARIAT

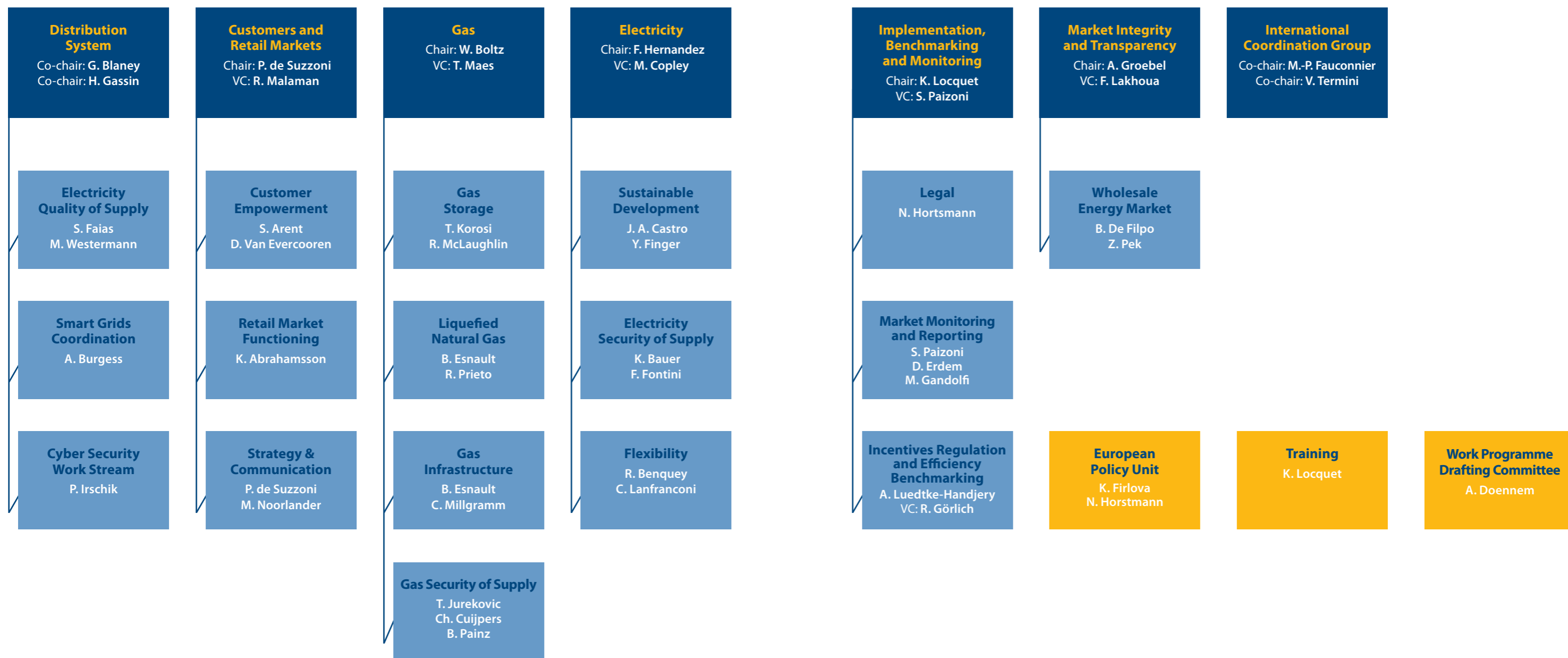
Our Brussels based Secretariat is headed up by Ms Natalie McCoy, the CEER Secretary General.





## 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 2015

### CROSS-SECTORAL

- CEER memo on principles for regulatory performance assessments, 19 January 2015
- CEER response to the European Securities and Markets Authority's (ESMA's) public consultation on MiFID II/MiFIR 27 February 2015
- CEER letter to European Commission on MiFID II and the potential negative impacts on European energy markets and the goals of the 3<sup>rd</sup> Package 19 March 2015
- CEER memo on regulatory aspects of energy investment conditions in European countries 27 April 2015
- The future role of the DSO – A CEER conclusions paper 13 July 2015
- CEER response to the European Commission's consultation on Regulation 648/2012 on OTC derivatives, central counterparties and trade repositories (EMIR) 13 August 2015
- Joint ACER-CEER response to the European Commission's consultation on a new energy market design 8 October 2015
- Joint ACER-CEER Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014 30 November 2015

### ELECTRICITY

- CEER status review on renewable and energy efficiency support schemes 15 January 2015
- CEER benchmarking report 5.2 on the continuity of electricity supply 12 February 2015
- CEER response to the Energy Community consultation on electricity markets 22 September 2015
- ACER-CEER response to the European Commission's consultation on risk preparedness in the area of security of electricity supply 8 October 2015

### GAS

- CEER response to the European Commission's consultation on the revision of Regulation (EU) No 994/2010 concerning measures to safeguard security of gas supply and repealing Council Directive 2004/67/EC 7 April 2015
- CEER final vision for regulatory arrangements for the gas storage market 25 May 2015
- CEER report monitoring implementation of the gas storage guidelines of good practice and of the GSE transparency template 21 July 2015
- CEER concept paper on security of gas supply 21 July 2015
- CEER response to European Commission's consultation on an EU strategy for LNG and gas storage 29 September 2015

### CUSTOMERS AND RETAIL MARKETS

- CEER advice on customer information on sources of electricity 4 March 2015
- CEER advice on how to involve and engage consumer organisations in the regulatory process 12 March 2015
- Implementing the 2020 vision for Europe's energy customers – CEER Action Plan 2015-2017 12 March 2015
- CEER advice on customer data management for better retail market functioning 19 March 2015
- CEER statement on delivering a new deal for energy consumers 15 July 2015
- CEER position paper on well-functioning retail energy markets 16 October 2015

# // APPENDIX II

## PRESS RELEASES 2015

### PRESS RELEASES

- Unlocking energy market flexibility (PR-15-01) 29 January 2015
- Energy regulators welcome the Energy Union Package – ACER stands ready for a new role if adequately resourced (PR-15-02) 25 February 2015
- Energy regulators' strategy to strengthen the position of consumers welcomed by EU Consumer Body BEUC (PR-15-03) 12 March 2015
- Lord Mogg elected CEER President for another term (PR-15-04) 25 March 2015
- Energy regulators fear increased obligations on energy traders could make Energy Union unachievable (PR-15-05) 20 April 2015
- Energy regulators propose regional solutions to security of supply at the Madrid Forum (PR-15-06) 20 April 2015
- Energy regulators (ACER/CEER) welcome the market-based solutions and cross-border focus of the European Commission's energy market design (PR-15-07) 15 July 2015
- CEER calls for a fit-for purpose market design to deliver the "New Deal" for Europe's energy consumers (PR-15-08) 15 July 2015
- Regulators' Bridge to 2025 actions advance the Energy Union Strategy (PR-15-09) 24 September 2015

- Energy regulators call for mandatory regional plans for gas security of supply at the Madrid Forum (PR-15-10) 14 October 2015
- Regulators propose holistic framework for assessing well-functioning retail energy markets (PR-15-11) 16 October 2015
- Regulators' framework for assessing retail energy markets advances a New Deal for energy consumers (PR-15-12) 20 October 2015
- CEER welcomes Kosovo as an Observer (PR-15-13) 18 November 2015
- Fall in wholesale energy prices still not reflected at retail level (PR-15-14) 30 November 2015
- Energy regulators play key role in protecting energy market trading from abuse (PR-15-15) 16 December 2015

### BROCHURES





# // APPENDIX III

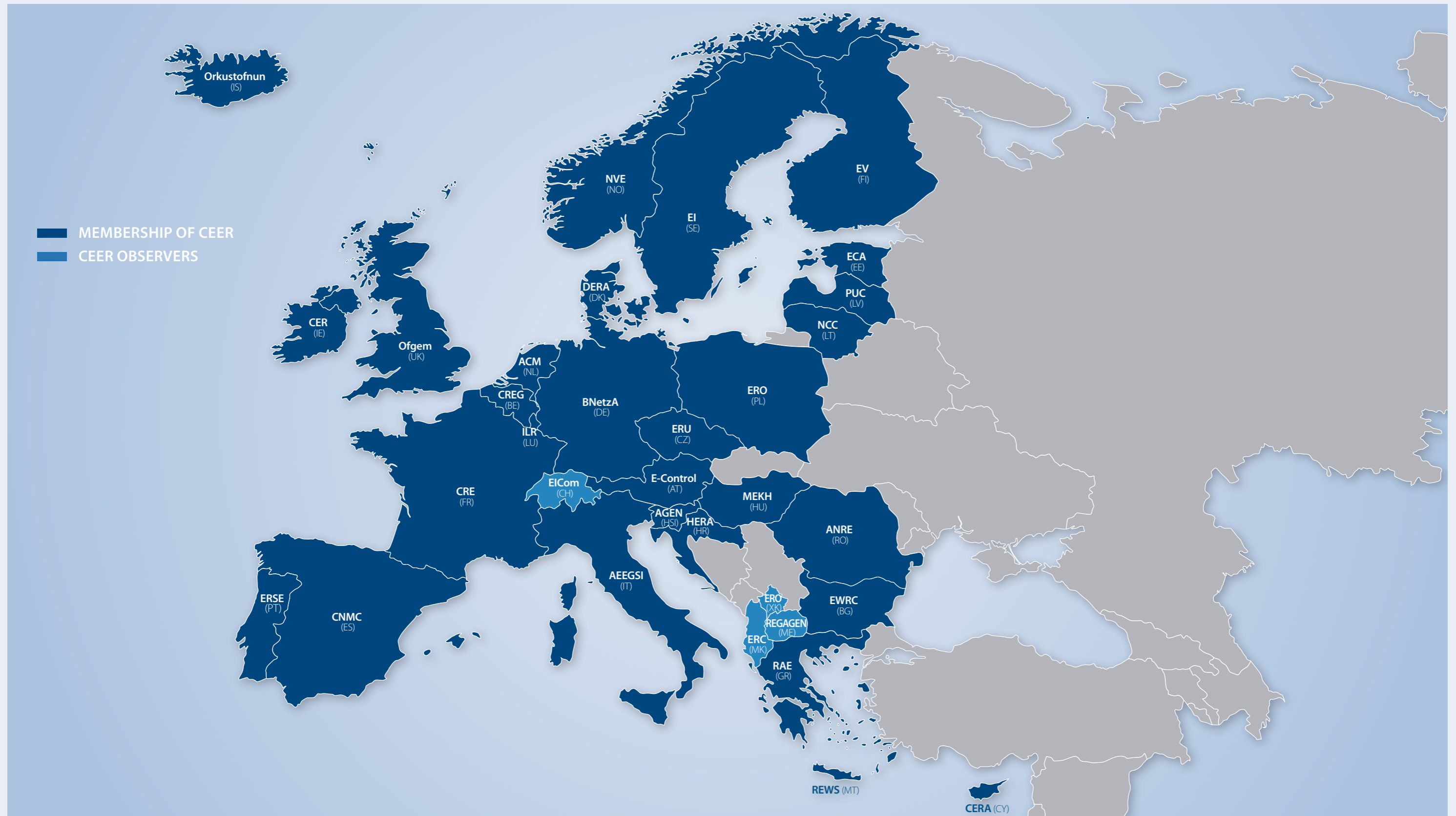
## CEER PRESENTATIONS AT EXTERNAL EVENTS

- **BLANEY Garrett,**  
Co-Chair of the CEER Distribution System Operators Working Group, GEODE spring seminar on Distribution System Operators working closer to the customer  
*Brussels, 7 May 2015*
- **BLANEY Garrett,**  
Co-Chair of the CEER Distribution System Operators Working Group, 6<sup>th</sup> World Forum on Energy Regulation  
*Istanbul, 25-28 May 2015*
- **BOLTZ Walter,**  
Chair of the CEER Gas Working Group, Eurogas 2015 annual conference on the consumer at the centre of the energy system  
*Brussels, 3 March 2015*
- **BOLTZ Walter,**  
Chair of the CEER Gas Working Group, XXVII European Gas Regulatory Forum  
*Madrid, 20-21 April 2015*
- **BOLTZ Walter,**  
Chair of the CEER Gas Working Group, XXVIII European Gas Regulatory Forum  
*Madrid, 14-15 October 2015*
- **BONNEFOI Domitille,**  
Member of the CEER-ACER Flexibility Task Force, XXVII European Electricity Regulatory Forum  
*Florence, 4-5 June 2015*
- **BOS Remko,**  
CEER Vice President, 6<sup>th</sup> World Forum on Energy Regulation  
*Istanbul, 25-28 May 2015*
- **BURGESS Andrew,**  
Co-Chair of the CEER Smart Grids Coordination Task Force, Unipower 2015 summit on smart meters, ICT and data management  
*Berlin, 9-10 April 2015*
- **CAGNEY Denis,**  
Member of the CEER Distribution System Operators Working Group, EURELECTRIC event on the role of DSOs  
*Brussels, 21 January 2015*
- **CROUCH Martin,**  
Member of the CEER General Assembly, King's College energy conference on "Which public support for a New European Energy Union? – Are the current State aid rules adequate?"  
*London, 2 March 2015*
- **CROUCH Martin,**  
Member of the CEER General Assembly, 6<sup>th</sup> World Forum on Energy Regulation  
*Istanbul, 25-28 May 2015*
- **DE SUZZONI Patricia,**  
Chair of the CEER Customers and Retail Markets Working Group, European Economic and Social Committee event on civil society's expectations on the Energy Union  
*Brussels, 12 May 2015*
- **DE SUZZONI Patricia,**  
Chair of the CEER Customers and Retail Markets Working Group, 6<sup>th</sup> World Forum on Energy Regulation  
*Istanbul, 25-28 May 2015*
- **DE SUZZONI Patricia,**  
Chair of the CEER Customers and Retail Markets Working Group, EURELECTRIC annual convention  
*Berlin, 1-2 June 2015*
- **DE SUZZONI Patricia,**  
Chair of the CEER Customers and Retail Markets Working Group, ESMIG EU SEW event on ideas to capture the potential of flexible demand  
*Brussels, 17 June 2015*
- **DOENNEM Anne,**  
Chair of the CEER Work Programme Drafting Committee, 6<sup>th</sup> World Forum on Energy Regulation  
*Istanbul, 25-28 May 2015*
- **EDELENBOS Edwin,**  
Member of the CEER Distribution System Operators Working Group, EURELECTRIC conference on data management  
*Brussels, 21 May 2015*
- **GROEBEL Annegret,**  
CEER Vice President, 6<sup>th</sup> World Forum on Energy Regulation  
*Istanbul, 25-28 May 2015*
- **GROEBEL Annegret,**  
CEER Vice President, The German Marshall Fund of the U.S. event on transatlantic perspectives on energy security  
*Paris, 23 September 2015*
- **HERNANDEZ Fernando,**  
Chair of the CEER Electricity Working Group, ENTSO-E annual conference on innovation in regulated markets  
*Brussels, 20 November 2015*
- **IRSCHIK Philipp,**  
Chair of the CEER Cyber Security Work Stream, Joint Eurelectric-IEA workshop on cyber security  
*Brussels, 15 October 2015*
- **IRSCHIK Philipp,**  
Chair of the CEER Cyber Security Task Force, International ETG congress  
*Bonn, 18 November 2015*
- **LO SCHIAVO Luca,**  
Member of the CEER Distribution System Operators Working Group, European Commission's (DG ENERGY) high level roundtable on energy storage  
*Brussels, 19 May 2015*
- **MAES Tom,**  
Vice Chair of the CEER Gas Working Group, 14<sup>th</sup> ERRA energy investment and regulation conference  
*Bucharest, 5-6 October 2015*
- **MALAMAN Roberto,**  
Vice-Chair of the CEER Customers and Retail Markets Working Group, NEON conference on strengthening Alternative Dispute Resolution in the energy sector  
*Brussels, 27 January 2015*
- **MARQUES Vitor,**  
Member of the CEER Sustainable Development Task Force, Climate Action Network Europe workshop on the future role of DSOs  
*Brussels, 26 October 2015*
- **McCOY Natalie,**  
CEER Secretary General, World Bank workshop on energy consumer issues  
*Romania, 12 February 2015*
- **McCOY Natalie,**  
CEER Secretary General, European Consumer Summit 2015  
*Brussels, 1-2 June 2015*
- **Lord MOGG,**  
CEER President, Handelsblatt Annual Energy Conference 2015  
*Berlin, 21 January 2015*
- **Lord MOGG,**  
CEER President, Ifri's annual conference on new energy frontiers  
*Brussels, 4 March 2015*
- **Lord MOGG,**  
CEER President, Platts 6<sup>th</sup> annual European power summit  
*London, 28-29 April 2015*
- **Lord MOGG,**  
CEER President, 6<sup>th</sup> World Forum on Energy Regulation  
*Istanbul, 25-28 May 2015*
- **Lord MOGG,**  
CEER President, MEF and ERDF event on networks of the future and the future of networks  
*Nice, 12 June 2015*
- **Lord MOGG,**  
CEER President, European Commission's high-level conference on a new energy market design  
*Florence, 8 October 2015*
- **Lord MOGG,**  
CEER President, XXIX European Electricity Regulatory Forum  
*Florence, 9 October 2015*
- **Lord MOGG,**  
CEER President, ENTSO-E annual conference on innovation in regulated markets"  
*Brussels, 20 November 2015*
- **Lord MOGG,**  
CEER President, Eurogas conference on the internal gas market: increasing security & competitiveness in Central and Eastern Europe  
*Ljubljana, 14-15 December 2015*
- **PARTANEN Timo,**  
Member of the CEER Electricity Working Group, SAI of Estonia, in cooperation with EUROSAT WGEA secretariat seminar on EU common electricity market  
*Vihula, 9-10 June 2015*
- **PARTANEN Timo,**  
Member of the CEER Electricity Working Group, annual EPG summit  
*Prague, 25-27 November 2015*
- **PRIETO Rocío,**  
Co-Chair of the CEER LNG Task Force, XXVII European Gas Regulatory Forum  
*Madrid, 20-21 April 2015*
- **PRIETO Rocío,**  
Co-Chair of the CEER LNG Task Force and MILLS Rob, Member of the CEER LNG Task Force, XXVIII European Gas Regulatory Forum  
*Madrid, 14-15 October 2015*
- **PROIDL Harald,**  
Head of the Renewables Department at E-Control, USAID PACE-D Technical Assistance Program workshop on clean energy regulations  
*New Delhi, 8-9 April 2015*
- **TERMINI Valeria,**  
CEER Vice-President and Co-Chair of the CEER Distribution System Operators Working Group, EURELECTRIC/EDSO for Smart grids/CEDEC/GEODE high-level conference "The Future is distributed: a DSO Perspective"  
*Brussels, 19 February 2015*
- **TERMINI Valeria,**  
CEER Vice President, 6<sup>th</sup> World Forum on Energy Regulation  
*Istanbul, 25-28 May 2015*
- **THOMADAKIS Michael,**  
Member of the CEER General Assembly, 6<sup>th</sup> World Forum on Energy Regulation  
*Istanbul, 25-28 May 2015*
- **SAAJO Veli Pekka,**  
Member of the CEER Distribution System Operators Working Group, EURELECTRIC working group meeting  
*Brussels, 8 October 2015*
- **UNSION José Miguel,**  
Member of the CEER Sustainable Development Task Force, RECS conference on renewable energy consumers and the market  
*Oslo, 29 April 2015*



# // APPENDIX IV

## MEMBERSHIP OF CEER







**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.

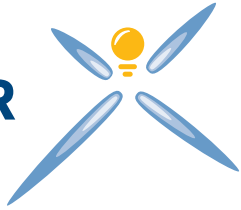
We also produce tailored communications material such as press releases and non-technical fact sheets and Citizen Q&A memos in an effort to better communicate with a wider audience.

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



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