

In midst of energy crisis, CEER brings regulators, policy makers and consumers together for open discussions on ways forward

- **Timely event brings together over 200 participants in interactive discussions around high energy prices in context of ongoing war in Ukraine and soaring energy prices**
- **Event aims to empower consumers to navigate the energy market and play an active role in the Green Transition**

Brussels and online, 23 March 2022

“Survival 101! The energy price spikes and the Green Transition – empowering consumers” was the focus of the 2022 Customer Conference of the Council of European Energy Regulators (CEER)¹. The event, which gathered more than 200 participants in-person and online, provided a platform for citizens to discuss **the latest developments in the energy markets** with stakeholders from the energy sector, such as suppliers, consumer organisations, EU institutions and to engage with energy regulators.

This timely conference was held as Europe’s energy prices continue to soar in part due to the ongoing Russia/Ukraine crisis, which is severely impacting both household energy consumers and businesses alike. The event allowed participants to engage in lively discussions with energy and policy experts who provided insight and advice on the **tools available for consumers to tackle high prices and manage their consumption sustainably**.



Member of the European Parliament Peter Liese (left) and CEER President Annegret Groebel speak during the CEER Customer Conference 2022, Brussels and online, 23 March 2022

Welcoming participants, **CEER President Annegret Groebel** said:

“We need to take into account price spikes without forgetting the mid-term and long-term goals in the energy transition to climate neutrality. It is key to get consumers through this time without forgetting that they can be active to benefit from and contribute to the energy transition, protecting them but enabling and empowering them to be more active.”

Delivering his introductory address on “*Ensuring affordability and the European Social Climate Fund*”, **Member of the European Parliament Peter Liese** highlighted that:

“In the context of Putin’s war funded by hydrocarbon exports to the EU and soaring electricity prices because of high gas prices, it is time to get serious about preparing for the increasing role of the Emissions Trading System (ETS) in order to avoid high prices that could kill companies or frustrate consumers. (...) ETS II is necessary but 100% of the money from ETS II must go to the Social Climate Fund. (...) Command-and-control alone won’t get us to our climate goals.”

In the first panel there was a wide-ranging discussion between the European Commission, a flexibility company, CEER and a Transmission System Operator. Panellists looked at the importance of consumer data being used well and responsibly to drive new business models and discussed the need to involve consumers in the market in an understandable way that benefits them, be it green energy contracts or investments in home energy efficiency equipment.

In the second panel, representatives of electricity companies, housing associations and a consumer organisation acknowledged the need to help consumers in times of high prices. They stressed that this help should not impede an energy transformation, so that consumers are not so vulnerable to price spikes related to fossil fuels and/or a belligerent country.

Learn more about CEER's consumer-driven work

- [CEER 2022-2025 Strategy](#)
- [CEER-BEUC 2030 Vision for Energy Consumers: LET'S ASPIRE!](#)
- [Guidelines of Good Practice on Energy Comparison Tools](#) – to be updated in 2022!
- [Reports on Power Losses](#) – 3rd edition coming in 2023!
- Papers to come on electric vehicles and green offers!

Ends - see Notes for Editors

Notes for Editors:

1. The Council of European Energy Regulatory (CEER) is the voice of Europe's national energy regulators. Its members and observers are the independent statutory bodies responsible for energy regulation in 36 European countries. CEER, based in Brussels, deals with a broad range of energy issues including retail markets and consumers; distribution networks; smart grids; flexibility; sustainability; and international cooperation.

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