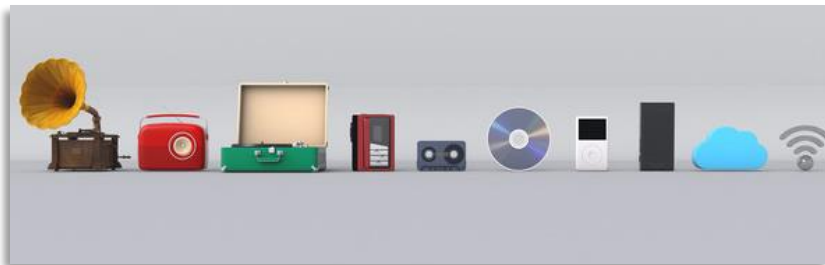


Once upon a time....

The evolution of energy, technology and society...



The transition from natural monopolies to liberalised energy markets



A 2020 Vision for Europe's energy customers

Joint Statement



13 November 2012
updated in June 2014



The Future

NEXT EXIT





- Sustainable
- Climate-neutral
- Decarbonised

CEER

**Council of European
Energy Regulators**



CEER-BEUC 2030 Vision for Energy Consumers

Natalie McCoy, Vice-Chair, Customers & Retail Markets
WG, CEER

20 October 2020

LET'S ASPIRE

CEER-BEUC 2030 VISION FOR ENERGY CONSUMERS

Long-term Energy Transition for Sustainability and Climate Neutrality:
Affordability, **S**implicity, **P**rotection, **I**nclusiveness, **R**eliability and **E**mpowerment



CEER-BEUC 2030 Vision for Energy Consumers

LET'S **ASPIRE**
2030



...effective policies and frameworks ensure that consumer rights are promoted and protected, whilst delivering these objectives.

No one is left behind



CEER-BEUC 2030 Vision for Energy Consumers

CEER-BEUC 2030 Vision for Energy Consumers
Long-term Energy Transition for Sustainability and Climate Neutrality



AFFORDABILITY



PROTECTION



RELIABILITY



SIMPLICITY



INCLUSIVENESS



EMPOWERMENT

LET'S **ASPIRE**

CEER-BEUC 2030 Vision for Energy Consumers

AFFORDABILITY



ENERGY EFFICIENCY FIRST

ALLOCATION OF ENERGY SYSTEM COSTS

DISTRIBUTIONAL IMPACT ASSESSMENT

LET'S **ASPIRE**

CEER-BEUC 2030 Vision for Energy Consumers

SIMPLICITY



TRANSPARENCY

CLARITY AND ACCURACY

INNOVATIVE SERVICES

ADVICE

LET'S **ASPIRE**



CEER-BEUC 2030 Vision for Energy Consumers

PROTECTION



CONSUMER PROTECTION AND REDRESS

DATA PROTECTION

CYBERSECURITY

PROTECTION AGAINST PRICE MANIPULATION

CONSUMER CRISIS MANAGEMENT

LET'S **ASPIRE**

CEER-BEUC 2030 Vision for Energy Consumers

INCLUSIVENESS



INCLUSIVE POLICIES

INCLUSIVE PRACTICES AND ENERGY JUSTICE

DIGITAL DIVIDE

INTEGRATION

LET'S **ASPIRE**

CEER-BEUC 2030 Vision for Energy Consumers

RELIABILITY



ENERGY SUPPLY AS AN ESSENTIAL SERVICE
OF GENERAL ECONOMIC INTEREST

RELIABILITY

TRUST

LET'S **ASPIRE**

CEER-BEUC 2030 Vision for Energy Consumers

EMPOWERMENT



LEVEL-PLAYING FIELD

ACTIVE ENERGY CONSUMERS

LET'S **ASPIRE**

Let's aspire to ensuring that the energy sector delivers Affordability, Simplicity, Protection, Inclusiveness, Reliability and Empowerment (ASPIRE) for all consumers.

.... To be continued

LET'S ASPIRE

CEER-BEUC 2030 VISION FOR ENERGY CONSUMERS

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CEER-BEUC 2030 Vision for Energy Consumers

Let's ASPIRE



AFFORDABILITY



PROTECTION



RELIABILITY



SIMPLICITY



INCLUSIVENESS



EMPOWERMENT

