

A consumer-centric energy transition: Ensuring inclusiveness

Friday 22 October
9:00 – 10:30 CET



#EUSEW2021

AGENDA

Opening

- **Annegret Groebel**, CEER & **Monique Goyens**, BEUC

Panel discussion

- **Adela Tesarova**, European Commission – **Barbara Steenbergen**, International Unit of Tenants – **Claire Roumet**, Energy Cities – **Eugenie Bardin**, Enercoop
- Moderator: **Natalie McCoy**, Customers and Retail Markets WG Co-Chair, CEER

Q&A

Closing

- **Janusz Gwiazdowski**, NEON



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Annegret Groebel
CEER President

Monique Goyens
BEUC Director General

WELCOME ADDRESS AND OPENING REMARKS



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CEER-BEUC 2030 VISION FOR ENERGY CONSUMERS

LET'S ASPIRE

...for a **consumer-centric energy transition** where consumer rights are promoted and protected and no one is left behind.



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THE ASPIRE PRINCIPLES



AFFORDABILITY

- Energy efficiency first
- Allocation of energy system costs
- Distributional impact assessment



PROTECTION

- Consumer protection and redress
- Data protection
- Cybersecurity
- Protection against price manipulation
- Consumer crisis management



RELIABILITY

- Energy supply as an essential service of general economic interest
- Reliability
- Trust



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THE ASPIRE PRINCIPLES



SIMPLICITY

- Transparency
- Clarity and accuracy
- Innovative services
- Advice



INCLUSIVENESS

- Inclusive policies
- Inclusive practices and energy justice
- Digital divide
- Integration



EMPOWERMENT

- Level playing field
- Active energy consumers



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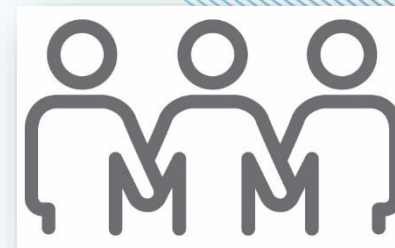
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DEEP DIVE: INCLUSIVENESS



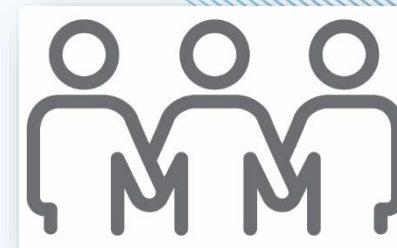
INCLUSIVE POLICIES

Energy policies are **redistributive** and promote **practices to reduce energy bills**. Wider **social policies** support vulnerable consumers. **Cross-sectoral dialogues** help to identify policy solutions for vulnerable consumers.

INCLUSIVE PRACTICES AND ENERGY JUSTICE

Consumers in **vulnerable situations** and/or in **energy poverty** enjoy an **increased protection**, thanks to specific policies and regulations, such as energy efficiency schemes, targeted advice and protection against disconnection. **No one should be left behind** in the energy transition.

DEEP DIVE: INCLUSIVENESS



DIGITAL DIVIDE

Consumers receive information on how to benefit from **newly developed tools** for better energy use – **independent of their technical equipment and skills.**

INTEGRATION

The **transition** towards a sustainable and carbon neutral society is achieved in an **integrated way**, meaning **closer interlinkages between sectors**, including energy, and how consumers interact with each of them. **Consumers** are themselves **integral participants** in this process.



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OUR PANEL TODAY

Adela Tesarova, Head Of Unit For Consumers, Local Initiatives And Just Transition, European Commission

Barbara Steenbergen, Head Of Liaison Office to the EU, International Union of Tenants (IUT)

Claire Roumet, Director of Energy Cities

Eugenie Bardin, Head of Public Affairs of Enercoop

Moderator: Natalie McCoy, Customers and Retail Markets WG Co-Chair, CEER



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CASE STUDIES

1 Mr & Mrs Jones

2 Williams Family

3 Town of Down

Mr & Mrs Jones

1



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CASE STUDIES – PANEL DISCUSSION

Mr & Mrs Jones

1

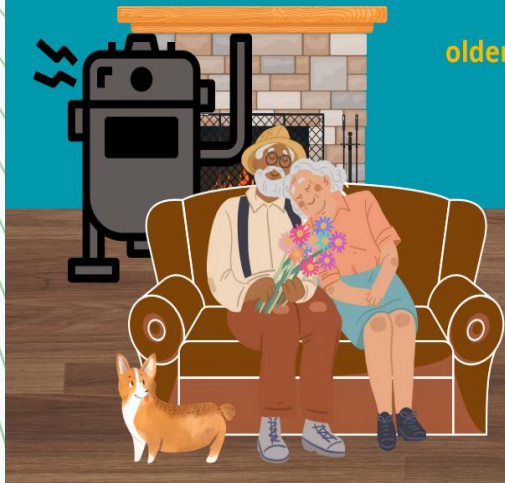
older heating system (coal)

low digital literacy

limited pension

contact via
telephone and letters

limited internet access



Williams Family

2

middle-class family

environmentally
conscious and interested
in renewable and green
solutions

rental apartment

three kids to send to
university in the future

looking to switch supplier after the
recent surge in energy prices



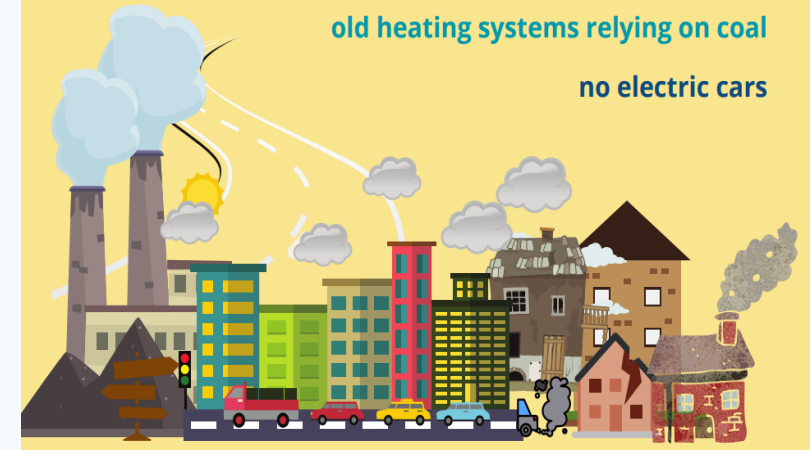
Town of Down

3

old buildings (low energy efficiency)

old heating systems relying on coal

no electric cars



Q&A



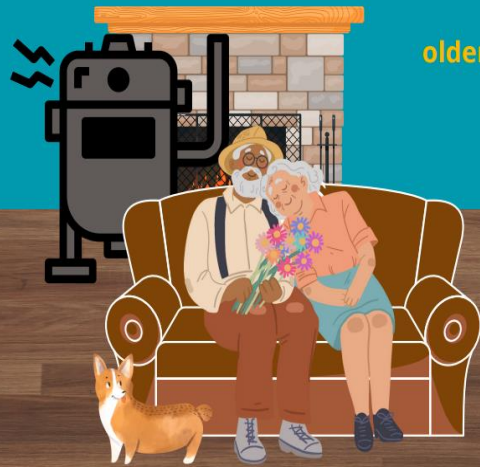
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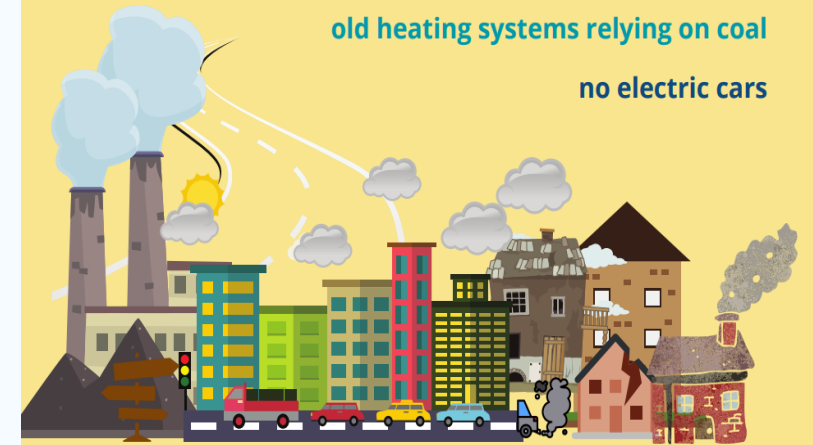
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Town of Down

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old heating systems relying on coal
no electric cars



Janusz Gwiazdowski

PRESIDENT OF NATIONAL ENERGY OMBUDSMEN NETWORK (NEON)

CLOSING REMARKS AND CONCLUSIONS



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Thank you for attending!

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