

## CEER Customer Conference 2023

### Avenues for the Green and Digital Transition: Enabling energy consumers as agents and beneficiaries

**Tuesday, 16 May 2023, 14:45 – 18:00**

**Hybrid Conference: Online / Brussels**

Albert Borschette Conference Center, Room D1

As Europe continues to face a cost-of-living and energy crisis, engaging consumers for a successful transition towards a carbon-neutral, digitalised and just energy system becomes ever more pressing. At the peak of the crisis, energy regulators, consumer organisations, energy companies and other stakeholders rushed to ensure consumer protection, security of supply and continued commitment towards our climate goals. What were the lessons learned, and what features of our current market and policy design still need better adaptation to suit customers' needs, while balancing those of the energy system as a whole? How were these measures implemented and how can they be fine-tuned?

For the 2023 Customer Conference, CEER aims to emphasise the voice of consumers in the analysis of the benefits and challenges of the dual green and digital transitions as well as lessons learned from the energy crisis. Bringing together the voice of consumer representatives and policymakers in debate-style discussions, this year's conference aims to identify which were the most effective measures in combating energy poverty and informing consumers amidst the crisis. What were successful and less-successful aspects of awareness-raising campaigns, and where is there space for improvement? How must energy markets be tweaked for stronger crisis resilience? Where lies the role of consumers in enacting and benefitting from the green transition? What tools are they lacking and which barriers do consumers face for sustainable and affordable consumption? What is the role of clean technologies and technical and commercial frameworks in energy markets to better achieve these goals?

### Agenda

**14:45 – 15:00**    **Opening / [Virtual] Coffee**

**15:00 – 15:10**

**Welcome Address**  
*Opening Remarks*

**Annegret Groebel**, CEER president

**15:10-15:25**

**Keynote Speech**  
*The role of digitalisation in building greener and fairer energy markets*


**Nicolás González Casares**, MEP and Rapporteur for Electricity Market Design Proposal

**Moderator: Dave Keating**, Journalist and Moderator

**15:25-16:25**      **Session I: Customer engagement – lessons from the energy crisis in a digital era**


**Consumer protection and demand reduction during the energy crisis**

**Marine Cornelis**, Founder & Executive Director at Next Energy Consumer  
**Monique Goyens**, Director-General of The European Consumer Organisation (BEUC)

 Audience question


**The potential of digitalisation and self-consumption for shielding consumers**

**Justin Pagden**, Representative of Agem – Dutch Energy Community  
**Natalie McCoy**, Co-Chair of the Customers and Retail Markets Working Group at CEER

 Audience question

**Customer contracts in a digital era**

**Anna Johansson**, Vice-Chair of the Customers & Retail Services Committee at Eurelectric  
**Els Bruggeman**, Head of Policy and Enforcement at Test-Achats – Belgian consumer association and Euroconsumers


 Audience question

**16:25 – 16:35**      **Q&A Session**  
**16:35 – 16:50**      **Coffee break**

**16:50 – 17:30**      **Session II: EmPowered Consumers – avenues for a post crisis energy transition**


**Revamping the electricity market design for retail markets and consumers**

**Adela Tesarova**, Head of Unit for Consumers, Local Initiatives, Just Transition (ENER B.1), European Commission  
**Jean-Michel Glachant**, Professor at La Sorbonne and at the Florence School of Regulation (FSR)

 Audience question


**The role of clean technologies and green offers**

**Jana Haasová**, Vice President of the Council of European Energy Regulators  
**Liesbeth Switten**, Secretary-General of the Association of Issuing Bodies (AIB)

 Audience question

## Information and skills for green consumption

**Marco Cilento**, *Head of Institutional Policy at the European Trade Union Confederation*  
**Jad Mouawad**, *Head of Communications and Digital at the International Energy Agency*

 Audience question

**17:30 – 17:40 Q&A Session**

**17:40 – 17:50** *Looking ahead: consumer and retail priorities of the Spanish Council Presidency*

**Manuel García Hernández**, Director General for Mines and Energy Policy at the Spanish Ministry

**17:50 – 18:00** *Key Takeaways*

**Charles Esser**, CEER Secretary General