First Trilateral CEER-ECRB-MEDREG Workshop
Consumer Involvement and Retail Market Opening
27 June 2018, 9:30 - 16:45
Energy Community premises – 1010 Vienna, Am Hof 4, level 6

Agenda

Co-chaired by Anne Vadasz Nilsson | CEER - Giorgi Pangani | ECRB – Gulefsan Demirbas | MEDREG

09:00 – 09:30 Registration and welcome coffee

09:30 – 10:00 Welcome address

Opening remarks and organisations Co-chairs
Energy Community retail activities in brief Janez Kopač, Energy Community Secretariat

10:00 – Presentations session

10:00 – 10:30 Focus on consumers – ongoing activities and priorities
Questions & Answers [10’]
Anne Vadasz Nilsson | CEER
Giorgi Pangani | ECRB
André Buttigieg | MEDREG

10:30 – 11:00 Clean Energy Package
- A new deal for consumers? The view of CEER
- New duties for regulators
- The view of ECRB and MEDREG
Questions & Answers [10’]
Natalie McCoy | CEER
Sotirios Manolakis | MEDREG

11:00 – 11:20 Coffee break

11:20 – 12:30 Retail market monitoring and consumer protection
- Energy Community retail market opening – a success story? ECRB retail market monitoring indicators and findings
- Are EU retail markets functioning well? Beyond monitoring: self-assessment of retail market functioning
- Do Mediterranean retail markets provide the right level of consumer protection? Energy bills and disconnection procedures
Questions & answers [10’]
### 12:30 – 14:00  Interactive session “Consumer friendly energy bill”

**Concept of the interactive sessions**

Participants will be separated in three groups, each of them discussing the same topics guided by a session moderator. The key issues arising from the discussions will be reported during the summary and wrap up session. Participants should bring in advance an example of electricity and/or gas bill from their countries.

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<th>12:30 – 13:30</th>
<th>Working groups’ discussions</th>
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| **Discussion topics** | What makes energy bill consumer friendly?  
Which are the most frequent problems reported by consumers?  
Defining a set of key elements of consumer friendliness (content, layout et al) |
| **Work group 1** | Moderated by Qais Samara | MEDREG |
| **Work group 2** | Moderated by Martin Martinoski | ECRB |
| **Work group 3** | Moderated by Florian Pichler | CEER |

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<th>13:30 – 14:00</th>
<th>Summary of working groups’ results</th>
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| 14:00 – 14:45 | Lunch breack |

### 14:45 – 16:15  Interactive session “Comparison tools”

**Concept of the interactive sessions**

Participants will be separated in three groups, each of them discussing the same topics guided by a session moderator. The key issues arising from the discussions will be reported during the summary and wrap up session.

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<th>14:45 – 15:45</th>
<th>Working groups’ discussion</th>
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| **Discussion topics** | Which features are essential for consumers?  
How to ensure a sufficient set of information while avoiding over-complexity? |
| **Work group 1** | Improving advanced models further: CEER Comparison Tools Guidelines  
Moderated by Alejandro Alonso | CEER |
| **Work group 2** | Meeting the needs of relatively young open retail markets: the experience of Bosnia and Herzegovina  
Moderated by Edin Zametica | ECRB |
| **Work group 3** | The Clean Energy Package: suitable solutions to replicate outside the EU  
Moderated by Hatem Waheed | MEDREG |

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<th>15:45 – 16:15</th>
<th>Summary of working groups’ results</th>
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<th>16:15 – 16:45</th>
<th>Wrap up and closing of the workshop</th>
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<td><strong>Co-Chairs</strong></td>
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