# 29th ECRB Customers and Retail Markets Working Group meeting

*CEER, Cours Saint-Michel 30a (=rue Père de Deken 36), 5th floor, 1040 Brussels*  
*Thursday, 2 October 2014, 9:30 – 17:00*

## Meeting Schedule

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>09:30</td>
<td>Start of the Meeting</td>
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<tr>
<td>11:00</td>
<td>Coffee Break</td>
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<tr>
<td>13:30</td>
<td>Lunch Break</td>
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<tr>
<td>17:30</td>
<td>Close of the meeting</td>
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## Agenda

<table>
<thead>
<tr>
<th>Agenda Topics</th>
<th>Rapporteur / Purpose</th>
<th>Accompanying Documents</th>
</tr>
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<tbody>
<tr>
<td>Opening</td>
<td>CRM WG Chair</td>
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</tr>
<tr>
<td>Agenda of the 29th meeting</td>
<td>CRM WG Chair / approval</td>
<td>Draft agenda</td>
</tr>
<tr>
<td>Minutes of the 28th meeting</td>
<td>CRM WG Chair / approval</td>
<td>Draft minutes</td>
</tr>
<tr>
<td>Report 28th ECRB meeting and 12th Ministerial Council Meeting</td>
<td>CRM WG Deputy Chair / ECRB Section/ information</td>
<td></td>
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<tr>
<td><strong>TF 1 – Raising Consumer Awareness</strong></td>
<td></td>
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<tr>
<td>Workstream A</td>
<td>TF Co-Leaders/all/discussion</td>
<td>Brochure for raising consumer awareness of retail market opening</td>
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<tr>
<td>Development of a template brochure for raising consumer awareness of retail market opening-status quo and next steps</td>
<td></td>
<td>Draft advice to the regulators on possible activities promoting retail market opening</td>
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<tr>
<td>Advice to the regulators on possible activities promoting retail market opening-discussion of draft text</td>
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<tr>
<td><strong>Workstream B</strong></td>
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<tr>
<td>ECRB/CEER Joint Workshop on Customer Issues-next steps</td>
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<tr>
<td><strong>TF 2 – Quality of Supply</strong></td>
<td>TF Leader/ECRB</td>
<td>Draft questionnaires for QoS BR</td>
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<td>CEER/ECRB Benchmarking Report on Quality of</td>
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Version-Date: 18.11.2016
## Agenda

**29th ECRB CRM WG meeting**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Section/all/discussion</th>
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<tbody>
<tr>
<td>Supply- information on status quo of the task, discussion of draft questionnaires and agreement on next steps</td>
<td>Section/all/discussion</td>
</tr>
<tr>
<td><strong>TF 3 – Status Review of Retail Market Development</strong></td>
<td>TF Leader/ECRB Section/all/discussion</td>
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<tr>
<td>Draft report- discussion and next steps</td>
<td>Presentation of draft report</td>
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<tr>
<td><strong>ECRB Work Program 2015</strong></td>
<td>CRM WG Chair / ECRB Section/discussion</td>
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<td>Collecting ideas for CRM WG part</td>
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<tr>
<td><strong>Update on national developments</strong></td>
<td>All/information</td>
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<tr>
<td><strong>AOB</strong></td>
<td>All/discussion</td>
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<tr>
<td><strong>Next meeting</strong></td>
<td>ECRB Section</td>
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