Joint Meeting

ECRB Customers & Retail Markets Working Group
ERRA Customers & Retail Markets Working Group

Energy Community Secretariat, Vienna (Am Hof 4)
16 June 2014, 14:00 – 17:00

Draft Agenda

Co-Chaired by ERRA CRM WG Chair Person and Mr. Edin Zametica, ECRB CRM Chairman

14:00  
**Session Opening, including Joint Session Agenda approval**

14:15  
**Short introduction on ERRA activities**

14:30  
**CEER CRM WG Update (Mr. Florian Pichlewr, E-Control)**

15:00  
**Presentation of the ECRB activities in the field of electricity quality of supply monitoring**
(Mr. Lahorko Wagmann, HERA/Leader of ECRB CRM WG Task Force on Quality of Supply)
- Discussions

15:45  
**Coffee break**

16:00  
**Billing practices in the Energy Community- results of the ECRB surveys in electricity and gas sector**
(Mrs. Branislava Marsenic Maksimovic, ECRB Gas Expert in the ECS)
- Discussions

16:30  
**Treatment of vulnerable customers in the Energy Community**
(Mr. Gordan Tanic, AERS/Leader of ECRB CRM WG Task Force on Customer Protection)
- Discussions

17:00  
**Joint Session Concludes**