

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

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| 14:00 | <i>Session Opening, including Joint Session Agenda approval</i> |
| 14:15 | <i>Short introduction on ERRA activities</i> |
| 14:30 | <i>CEER CRM WG Update (Mr. Florian Pichlewr, E-Control)</i> |
| 15:00 | <i>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)</i> <ul style="list-style-type: none">• Discussions |
| 15:45 | <i>Coffee break</i> |
| 16:00 | <i>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)</i> <ul style="list-style-type: none">• Discussions |
| 16:30 | <i>Treatment of vulnerable customers in the Energy Community (Mr. Gordan Tanic, AERS/Leader of ECRB CRM WG Task Force on Customer Protection)</i> <ul style="list-style-type: none">• Discussions |
| 17:00 | <i>Joint Session Concludes</i> |