# Agenda

## 32nd ECRB Customers and Retail Markets Working Group meeting

CEER, Cours Saint-Michel 30a (rue Père de Deken 36), 5th floor, 1040 Brussels  
Friday, 13 November 2015, 09:00 – 15:00

### Meeting Schedule

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
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<tbody>
<tr>
<td>09:00</td>
<td>Start of the Meeting</td>
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<tr>
<td>10:30</td>
<td>Coffee Break</td>
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<tr>
<td>12:30</td>
<td>Lunch Break</td>
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<tr>
<td>15:00</td>
<td>Close of the meeting</td>
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### Draft Agenda

<table>
<thead>
<tr>
<th>Agenda Topics</th>
<th>Rapporteur / Purpose</th>
<th>Accompanying Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opening</td>
<td>CRM WG Chair</td>
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<tr>
<td>Agenda of the 32nd meeting</td>
<td>CRM WG Chair / approval</td>
<td>Draft agenda</td>
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<tr>
<td>Minutes of the 31st meeting</td>
<td>CRM WG Chair / approval</td>
<td>Draft minutes</td>
</tr>
<tr>
<td>Report 31st ECRB meeting</td>
<td>CRM WG Chair / ECRB Section / information</td>
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<tr>
<td>TF 1 – Quality of Supply</td>
<td>TF Leader / all / discussion</td>
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<td>Status quo regarding preparation of the report</td>
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<tr>
<td>Next steps</td>
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<tr>
<td>TF 2 – Retail Market Monitoring Electricity and Gas</td>
<td>TF Leader / ECRB Section / all / discussion</td>
<td>Draft report</td>
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<td>Discussion of draft report</td>
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<tr>
<td>Next steps</td>
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<tr>
<td>TF 3 – Retail Market Entry Requirements</td>
<td>TF Leader / all / discussion</td>
<td>Draft report</td>
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<td>Discussion of draft report</td>
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<td>Next steps</td>
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<tr>
<td>Agenda</td>
<td>32nd ECRB CRM WG meeting</td>
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| TF 4 – Complaint Handling and Alternative Dispute Resolution | | |
| Discussion of draft report | TF Leader/all/discussion | Draft report |
| Next steps | | |

| TF 5– Customer Awareness | | |
| Conclusions of the workshop | TF Leader/all/discussion | |
| Next steps | | |

| CEER CRM WG Update | | |
| | E-Control/for information | |

| ECRB Work Program 2016 | | |
| | ECRB Section, all/discussion | Compilation of received input |

| Update on national developments | | |
| | All/information | |

| AOB | | |
| | All/discussion | |

| Next meeting | | |
| | ECRB Section | |