

On the path towards achieving the 2020 Energy Customer Vision

- **Energy sector rallies behind the 2020 Energy Customer Vision**
- **London Forum 2013 to monitor Customer Vision implementation**
- **Customers will remain a high priority for regulators in 2014**

Today, the Council of European Energy Regulators (CEERⁱ) held its [\(2nd\) annual customer conference](#) in Brussels. The theme of the conference was “On the path towards achieving the 2020 Vision” for energy customers. The venue was packed with more than 100 participants including 23 consumer body representatives, officials from the European Institutions and the energy sector.

Energy sector rallies behind the 2020 Energy Customer Vision

In 2012, CEER delivered on its promise to build a 2020 Vision for Europe’s energy customersⁱⁱ. The CEER-BEUC 2020 Vision for Energy Customers was presented to the 2012 London Forumⁱⁱⁱ (along with CEER’s 3 year rolling action plan of what regulators themselves would do to help make it a reality).

The [2020 Energy Customer Vision](#) is grounded on 4 principles: **reliability, affordability, simplicity, and protection and customer empowerment.**

Announcing, today, 3 new supporters^{iv} of the Vision, Lord Mogg, CEER President, commented on the growing support for the Vision:

“CEER’s first ever customer conference last year was about engaging consumer bodies and others in building a 2020 vision for energy customers. Now, with 15 major EU energy stakeholder bodies declaring their support for the CEER-BEUC Vision, it is clear that our Vision is a cornerstone for real improvements in Europe’s energy markets. Such widespread support is an endorsement of the principles upon which the Vision is founded. Today’s testimonials by supporters of the Vision confirm that 2020 is a realistic goal for implementing the Vision.”

London Forum 2013 to monitor progress towards the Vision

At today’s event, six supporters of the Vision provided testimonials on how they are working to implement the Vision and apply its core principles. The [2012 Citizens’ Energy Forum Conclusions](#) invited all market actors to demonstrate their commitment to improving Europe’s retail market through concrete actions towards stronger customer empowerment and protection, in line with the CEER-BEUC vision and to be prepared to report on progress at the 2013 London Forum (in December 2013).

CEER outlined how its current work (such as our review of how national regulators engage with consumer bodies), links to the Vision and the commitment in our [3 year rolling action plan](#). Mr Richard Adams, European Economic and Social Committee (EESC), a speaker at the conference, paid tribute to CEER in reaching out to customer bodies in developing a 2020 Vision for Europe’s energy customer. He emphasised the importance of dialogue with citizens and outlined his broader view that the Citizens’ Energy Forum (London Forum) could play.

Customers will remain a high priority for regulators in 2014

CEER also invited comments on its CEER 2014 Work Programme and its customer priorities for next year. The deadline for comments on the CEER [2014 Work Programme](#) is 21 June 2013.

Brussels, 19 June 2013

Ends
(see Note for Editors on next page)

Notes for Editors:

- i The [Council of European Energy Regulators](#) (CEER) is the voice of Europe's national regulators of electricity and gas. It is a not-for-profit organisation which represents 31 national regulatory authorities from the 27 EU Member States, the former Yugoslav Republic of Macedonia (FYROM), Iceland, Norway and Switzerland.
- ii In April 2012, CEER published a discussion paper '2020 vision for Europe's energy customers'. It outlined what CEER sees as the key principles that consumers expect from the energy market: reliability; affordability; simplicity; protection and empowerment. This paper formed the basis of the discussion at CEER's [first interactive customer conference in June](#). This in turn led to the detailed Vision which was presented, jointly with BEUC (The European Consumer Organisation), to the 5th Citizens' Energy Forum (London Forum) in November 2012. The CEER-BEUC Vision is an annex to the 2012 London Forum Conclusions. For more on the 2020 Energy Customer Vision, click [here](#).
- iii The European Commission established the Citizens' Energy Forum ([London Forum](#)) in October 2008. During the 4th London Forum (October 2011) CEER President, Lord Mogg, had promised to place consumers at the heart of EU energy policy, and had stressed regulators' desire to have a better understanding of customers' needs and wants. At the 5th London Forum (November 2012) in London, CEER and BEUC presented their joint 2020 Vision for Europe's Energy Customers. CEER also presented its 3-year rolling action plan to help realise the Vision and the new [dedicated customer section of the CEER website](#).
- iv The CEER-BEUC joint 2020 Vision for Europe's energy customers was immediately (November 2012) supported by the following European and international associations representing the main energy market stakeholders:
 - CEDEC (European Federation of Local Energy Companies)
 - EDSO for smart grids (European Distribution System Operators' Association for Smart Grids)
 - ENTSO-E (European Network of Transmission System Operators for Electricity)
 - ENTSO-G (European Network of Transmission System Operators for Gas)
 - ESMIG (European Smart Metering Industry Group)
 - Eurelectric (Association of the electricity industry in Europe: electricity producers, suppliers, traders and distributors)
 - Eurogas (Association representing the European gas wholesale, retail and distribution sectors)
 - GEODE (European Group of Energy Distribution Companies and Organizations)
 - IGU (International Gas Union)
 - NEON (National Energy Ombudsmen Network)
 - SEDC (Smart Energy Demand Coalition)

As of 19.06.2013, there are 15 supporters of the CEER-BEUC 2020 Energy Customer Vision including these 4 new supporters (in 2013):

- ANEC (The European consumer voice in standardisation, defends consumer interests in the process of standardisation and certification)
- CECODHAS (Federation of public, cooperative and social housing)
- Cooperatives Europe (The voice of cooperative enterprises in Europe)
- UEAPME (The employers' organisation representing the interests of European crafts, trades and SMEs at EU level).

CECODHAS, Cooperatives Europe and UEAMPE became the 3 newest supporters of the vision during the 2nd CEER customer conference on 19 June 2013. Visit the [Vision pages](#) of the CEER website.

Council of European Energy Regulators (CEER)

<http://www.energy-regulators.eu>

Want to know more about energy customer issues?

Visit our dedicated [energy customer area](#) on CEER's website

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