

European Commission congratulates energy regulators on their customer vision

- **CEER is building, with customer bodies, a 2020 Vision for Europe's energy customers**
- **Strong political support of the European Commission**
- **BEUC welcomes regulators efforts to involve national consumer bodies in a meaningful way in developing the Vision**

The Council of European Energy Regulators (CEERⁱ) hosted today, during Sustainable Energy Week, a novel interactive customer conference (in Brussels) where consumers could contribute to the definition of a future strategic vision that meets Europe's energy customers' needs.

CEER is building, with customer bodies, a 2020 vision for Europe's energy customers

The CEER "Building a 2020 Vision for Europe's energy customers" conference (21 June) was the first step in a process led by regulators to build together with consumer bodies, the EU Institutions, industry and others, a 2020 vision for energy customers.

Six weeks in advance of the event, 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 the interactive event and which will in turn lead to the detailed Vision.

Strong political support by the European Commission for the regulators' initiative

The European Commission provided the venue, interpretation in multiple languages and the highest level speakers. Opening the CEER conference, Energy Commissioner **Oettinger**, said: *"Let me thank CEER and Lord Mogg for bringing together so many stakeholders to discuss a key element to the success of the electricity market reform – the consumer."*

Highlighting the links with the Commission's new proposal for a "European Consumer Agenda"ⁱⁱ, Ms Rossella **Delfino**, from Commissioner Dalli's cabinet, *"congratulate[d] the energy regulators on showing leadership and commitment in their engaging initiative to build a vision for Europe's energy customers"*.

BEUC welcomes energy regulators efforts to involve national consumer bodies

Six national consumer bodies each told their story of energy customer empowerment during the event. The interactive breakout sessions allowed all participants to discuss, in small groups, key questions based on the four core principles of the CEER discussion paper.

"Of the 200 delegates at our conference, the consumer voice was represented by 37 national consumer body representatives, who clearly welcomed the opportunity to share their views about the changes facing energy customers. We are now taking stock of their input in further developing our Vision Paper for London Forum in November 2012."

Lord Mogg, CEER President.

President of BEUC (The European Consumer Organisation), **Paolo Martinello**, said *"The energy regulators' initiative of developing a future vision for energy customers is the first example of a sectoral regulator involving a wider spectrum of stakeholders and could be a role model for other sectors."*

CEER invites comments on its '2020 vision for Europe's energy customers' paper - deadline is 16 July 2012. A more developed CEER Vision and action plan will be presented at the 2012 London Forumⁱⁱⁱ.

Brussels, 21 June 2012

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 at EU and international level. 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. http://www.energy-regulators.eu/portal/page/portal/EER_HOME/EER_WORKSHOP/CEER-ERGEG%20EVENTS/CEER_CONFERENCE_2012

ⁱⁱ The European Commission adopted, on 22 May 2012, a new proposal, the "European Consumer Agenda". It sets out the Commission's consumer strategy to boost confidence and growth by putting consumers at the heart of the Single Market. Energy is one of the five key sectors in the Consumer Agenda. See European Commission Press Release on a new European Consumer Agenda. <http://europa.eu/rapid/pressReleasesAction.do?reference=IP/12/491>

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 annual meeting November 2012 in London, CEER will present its 2020 Vision for Energy Customers, along with an action plan and a commitment to review progress at the annual meeting of the London Forum. Follow this link to the CEER Discussion Paper '2020 vision for Europe's energy customers' and the interactive customer event (21 June 2012). http://www.energy-regulators.eu/portal/page/portal/EER_HOME/EER_WORKSHOP/CEER-ERGEG%20EVENTS/Energy_Customers