

CEER

**Council of European
Energy Regulators**



CEDEC Annual Congress
Creating added value for the customer

Fostering energy markets,
empowering **consumers**.

Patricia de Suzzoni, CEER Customers and Retail Markets WG Chair
Brussels, Tuesday 18 October 2016

The voice of Europe's national energy regulators

29 Members from:
27 EU Member States
+
Iceland and Norway

4 Observers from:
Switzerland
+
Former Yugoslav Republic of
Macedonia (FYROM)
+
Montenegro and Kosovo



Key features for a consumer-centric energy model

- Well-functioning energy retail markets

1-Competition and innovation

There is a high degree of competition and innovation thrives to the benefit of consumers. Distribution system operators provide quality services and facilitate a level playing field by acting as neutral and efficient market facilitators.



2-Consumer involvement

Consumers are aware of key features of energy markets; they are empowered and are enabled to engage in market activities through which they can acquire further trust in the market and its actors. Energy supply is ensured for all energy users, and vulnerable consumers are provided with extra protection where needed.



Holistic view on well-functioning retail energy markets / Demand

Consumer involvement

Consumers are aware of key features of energy markets; they are empowered and enabled to engage in market activities through which they can acquire further trust in the market and its actors.

Energy supply is ensured for all energy users, and vulnerable consumers are provided with extra protection where needed.

High level of awareness and trust

Availability of empowerment tools

Sufficient consumer engagement

Appropriate protection



Holistic view on well-functioning retail energy markets / Supply

Competition and innovation

There is a high degree of competition and innovation thrives to the benefit of consumers.

DSOs provide quality services and facilitate a level playing field by acting as neutral and efficient market facilitators.

Low concentration relative to relevant markets

Low market entry barriers

Close relationship between wholesale and retail prices

A range of offers including demand response



Consumers shall be at the heart of the Energy Union / New Market Design

- The Energy Union outlines a new energy system for Europe, moving away from an economy driven by fossil fuels where energy is based on a centralised, supply-side approach to new technologies and business models. Instead, it seeks a system that empowers consumers through information, choice and flexibility.

- How can consumers contribute?

Energy efficiency and Sustainability

- Control over the level of consumption
- Low carbon offers

Demand response

- Flexibility of consumption

Self-generation

- Engagement at individual / community level

How to make this happen? The key enablers

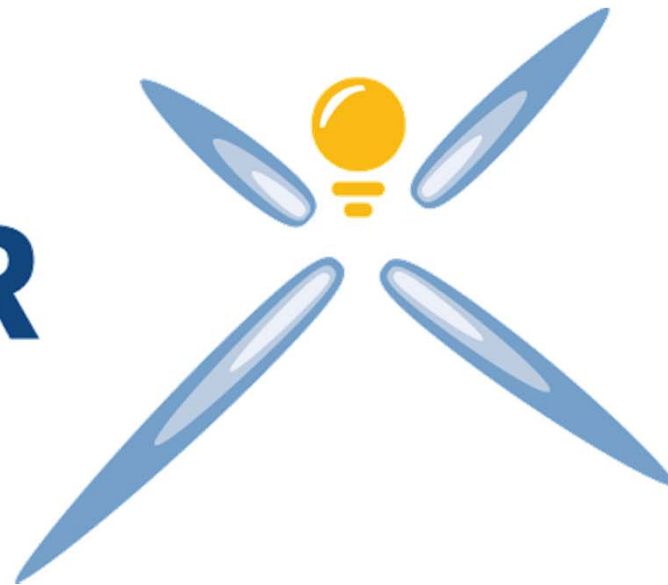
- Energy efficiency and sustainability:
 - ▶ (On-line) Easy access to historical consumption data by consumers: from a yearly to a monthly and “near real time” frequency of **smart metering data**
 - ▶ **Labelling** for appliances
 - ▶ Availability of offers with **guaranteed origin of electricity**
- Demand response through flexible consumption
 - ▶ Availability of **time-of-use/hourly or - where applicable - shorter time-interval pricing metering** & different pricing schemes offers from suppliers
 - ▶ Automatisations of smart appliances through the **Internet of Things**
 - ▶ Availability of **aggregation services** from third-party companies
- Self-generation at individual and community level
 - ▶ Solar panel / battery / **technology** decreasing costs
 - ▶ A fair **regulatory framework**



Thank you for your attention!

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