



Engagement of Citizens in Energy in the Context of Sustainability

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***Citizenenergy*, European Parliament, Brussels**

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Agenda

- Overview of CEER
- European energy context, including renewables
- European energy retail market
- CEER Recent and Planned Work



Overview of CEER

Council of European Energy Regulators

Voice of Europe's national energy regulators at EU and international level

35 Members and Observers

Not-for-profit organisation

HQ in Brussels

8 permanent staff

CEER: Fostering energy markets, empowering consumers

- Independent platform for cooperation between 35 European NRAs
- Promotes competitive, secure and sustainable markets in the interests of consumers
- Champions sound energy regulation with stakeholders, incl. policy-makers
- Supports NRAs and encourages best practices:
 - ▶ Training Academy
 - ▶ Workshops
 - ▶ Papers, reports, benchmarking

Putting consumers at the heart of energy policy: CEER-BEUC 2020 Vision



The Energy Context in Europe

Liberalised Markets

Competition
Consumer choice
Demand-side and prosumer growth at DSO level

Renewables Growth

Dispersed and Variable
Low marginal cost
Often small-scale at DSO level

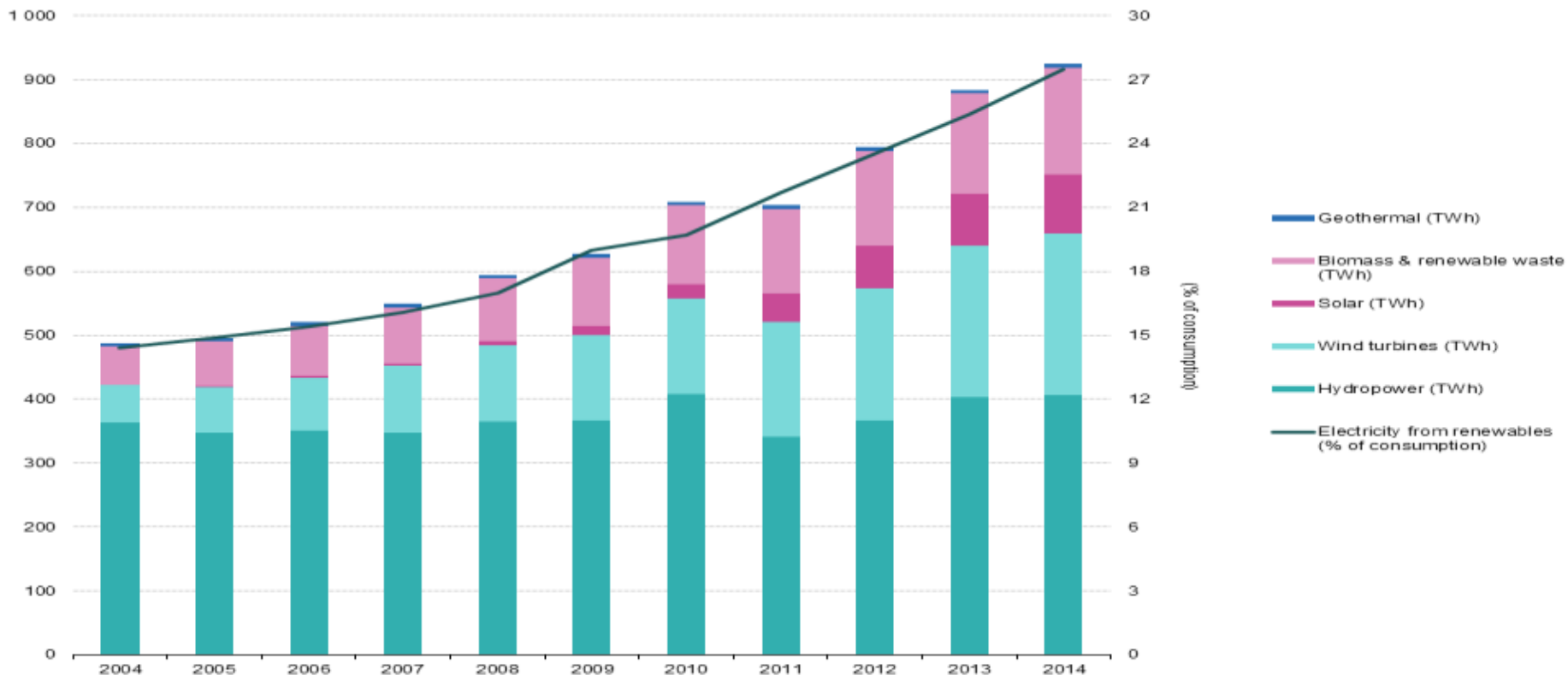
New Technology

Smart Meters
Smart Grids
Smart Heating
Electric Vehicles
Internet of Things
Data Management
Cybersecurity



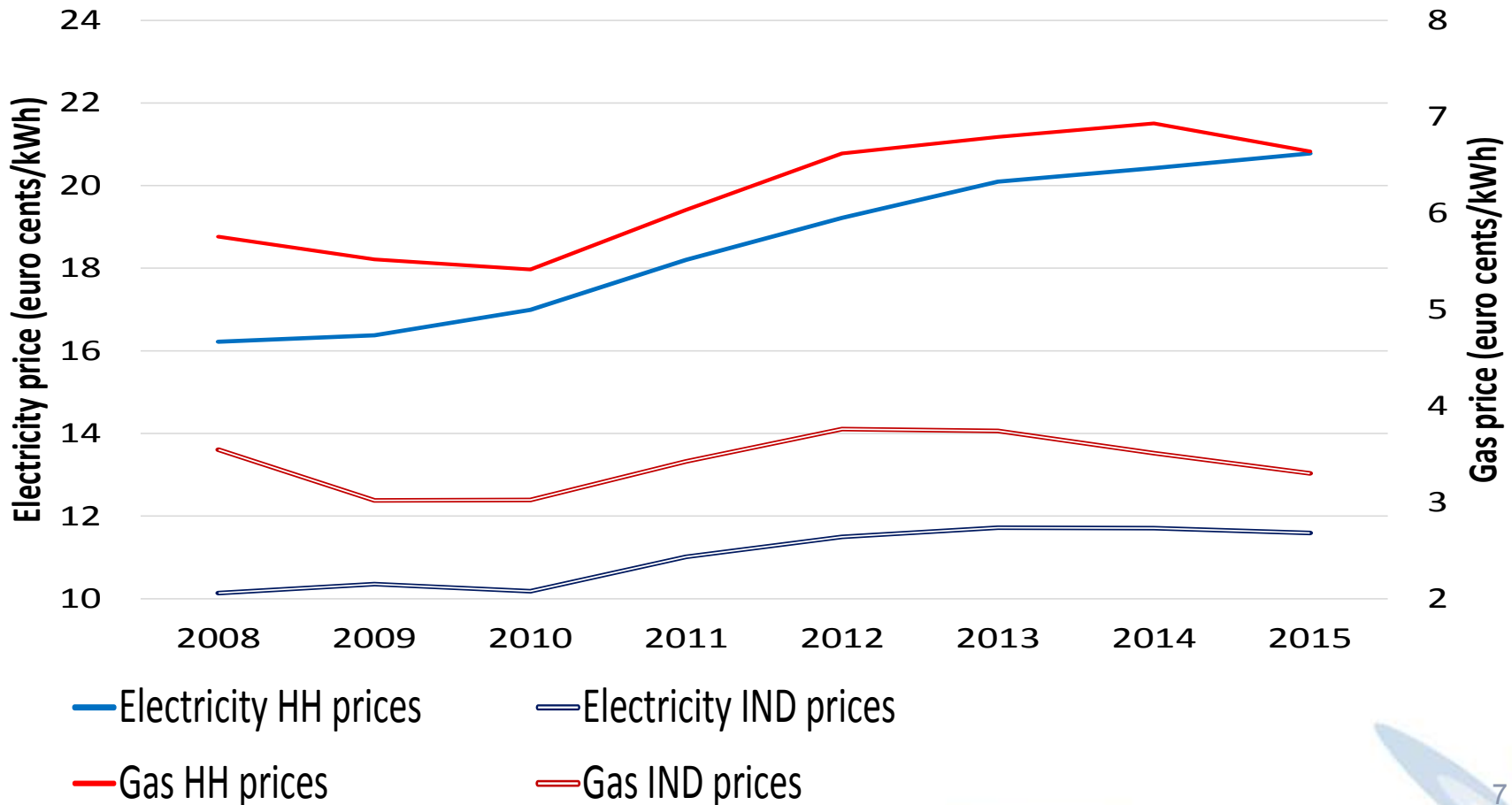
The Energy Context in Europe

- Decarbonisation and green agenda is central
- Renewables circa 25% of European electricity generation - and rising



Energy Retail in Europe

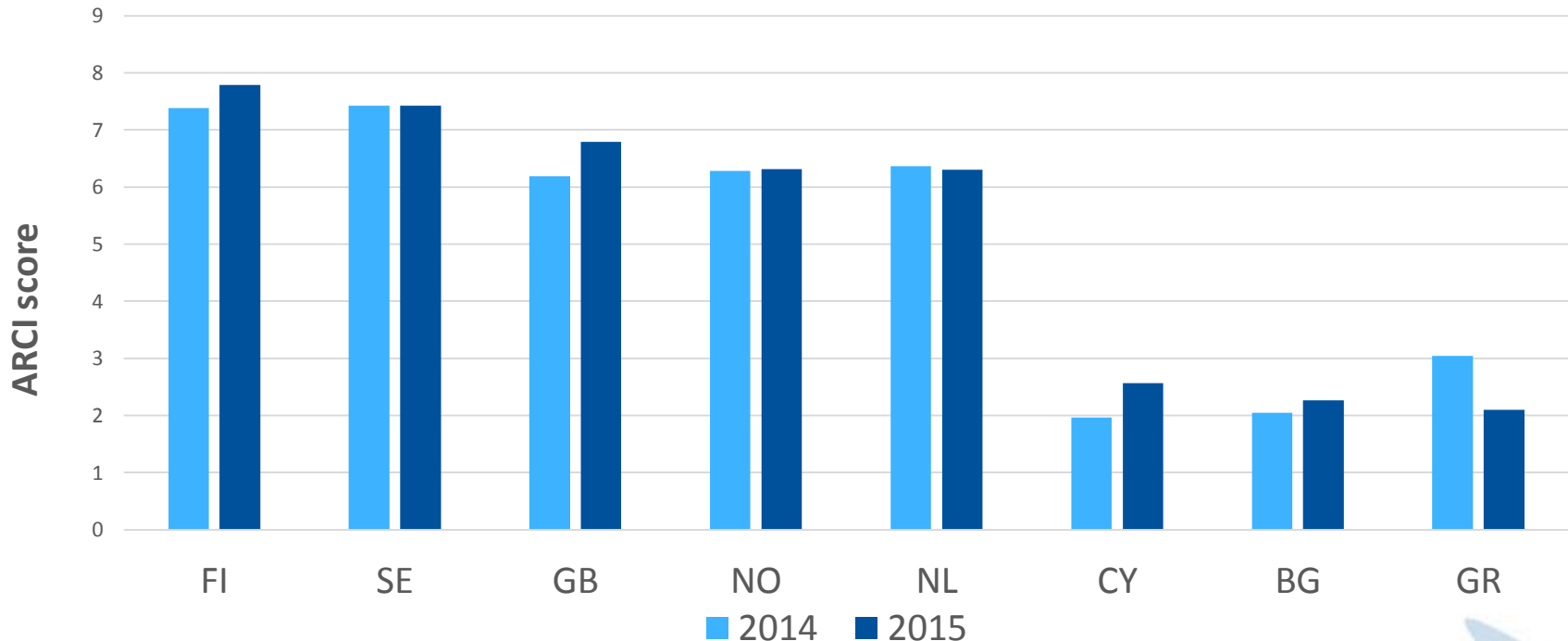
- Energy wholesale market integration progressing
- ACER/CEER MMR: prices falling again, except for elec HH



Energy Retail in Europe

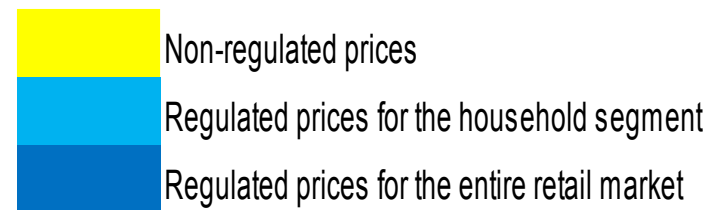
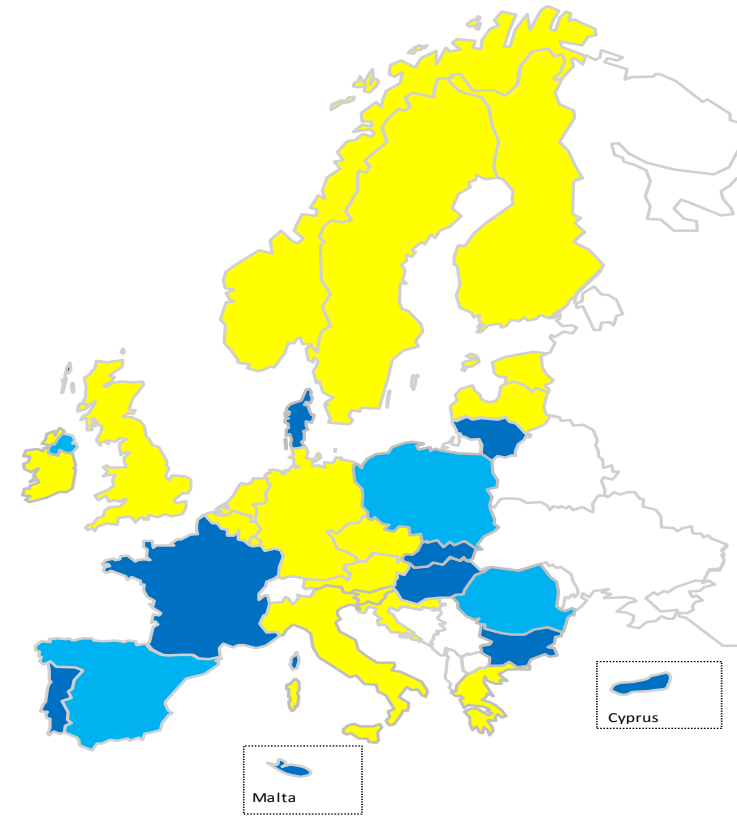
- Retail competition and consumer empowerment still mixed, with industry benefitting more than households
- Retail competition varies across EU

ACER Retail Competition Index, Electricity Households, ACER/CEER MMR



Energy Retail in Europe

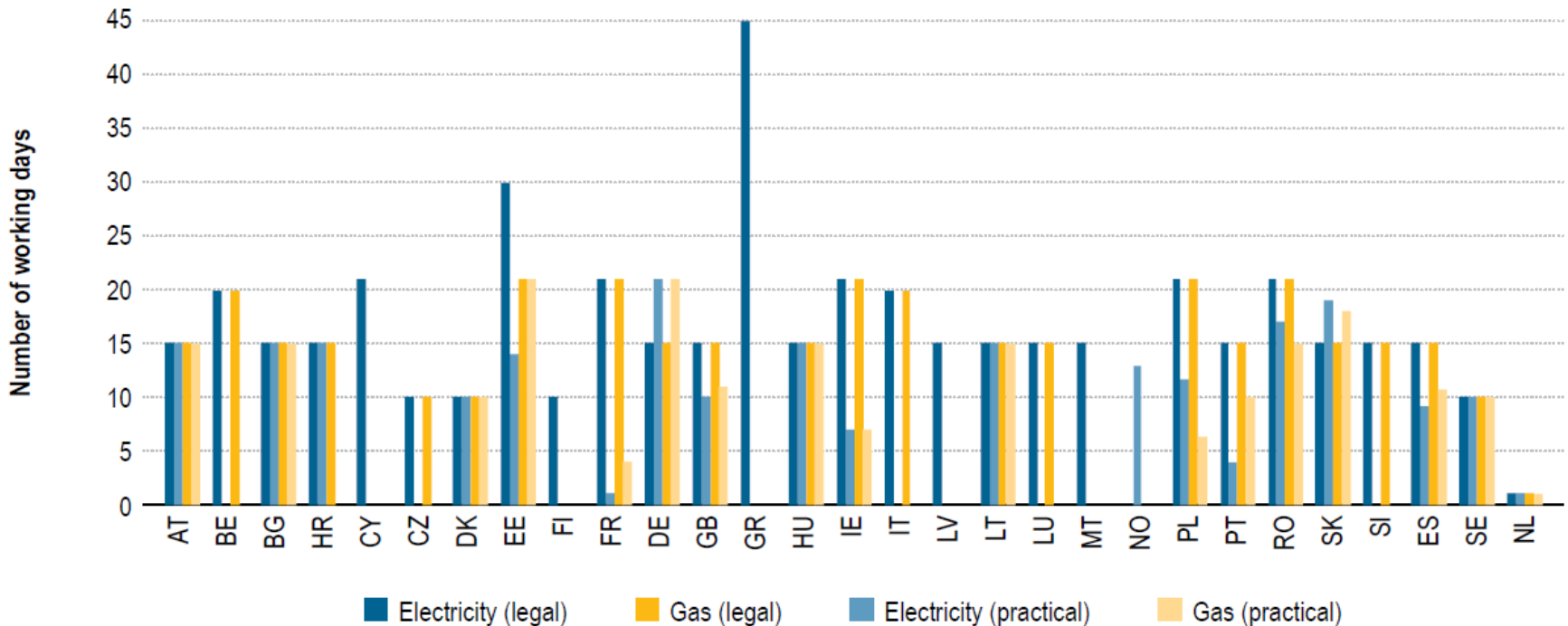
- Many retail markets still price regulated - with a lower average ARCI
- More choice for consumers where prices have been liberalised for longer - electricity shown on RHS
- We recommend price deregulation once the market is competitive
- We support facilitating new supplier entry by reducing barriers
- We advocate consumer protection and empowerment



Energy Retail in Europe

- Average change of energy supplier time is 14 working days
- ACER/CEER vision of 24 hours by 2025

Change of Supplier Time, ACER/CEER MMR Report



Recent CEER Consumer Deliverables

Moving Ahead on 2020 Vision and A Bridge to 2025

- Paper on well-functioning retail energy markets - Oct '15
- Report on removing entry barriers for suppliers - April '16
- Position on early termination fees - May '16
- Report on commercial barriers to switching - July '16
- Consultation on retail market metrics handbook - Sept '16
- Position Paper on renewable self-generation - Sept '16
- ACER-CEER MMR - Nov '16
- Consultation on GGP for Comparison Tools - Dec '16



CEER Work Programme 2017

Four key areas

- Consumers and retail markets
- New legislative/policy developments:
 - ▶ ACER-CEER “Overview Paper” on Clean Energy already published
 - ▶ White Papers on Clean Energy planned
- The role of DSOs:
 - ▶ Papers on tariffs, flexibility and incentives planned
- International work beyond the EU

Plus

- Complementing ACER in building the IEM
- Scenario analysis for the future European natural gas market
- Work in gas SoS, and on LNG and gas storage barriers
- GGP on auction design for RES support



CEER Consumer Deliverables for 2017

- Handbook on well-functioning retail markets
- GGP on removing barriers to new supplier entry
- Report on customer-driven smart technology
- GGP on Comparison Tools
- ACER-CEER MMR
- CEER Annual Customer Conference

PEER: a new cross-sectoral initiative for consumer rights

- Includes various cross-sectoral bodies
- In 2017 PEER will focus on:
 - ▶ Smart metering, data privacy and data protection and the Internet of Things
 - ▶ Cybersecurity



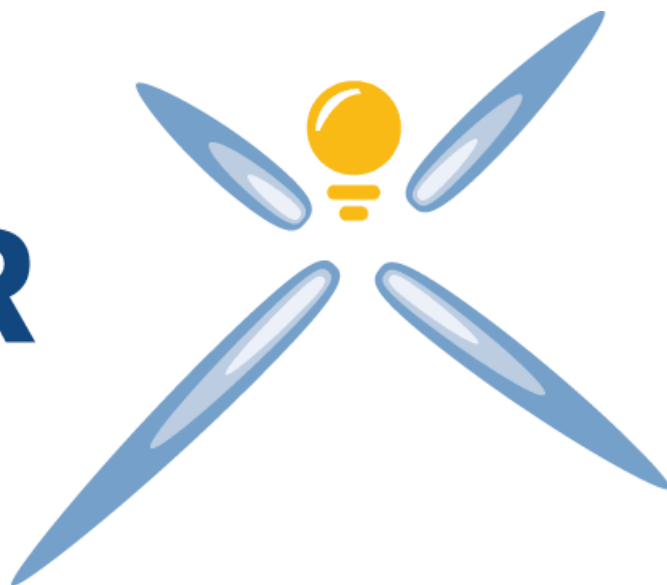


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