

**Business Design Center
52 Upper Street
London N1 0QH**

**4th CITIZENS' ENERGY FORUM
- Retail Forum -**

**26 – 27 October 2011
London**

I. AGENDA

Day 1 – Wednesday 26 October 2011

13.30-14.00: Registration and coffee

14.00-14.30: Introductory remarks

Video address Commissioner Oettinger

Video address Commissioner Dalli

Monique Goyens, Director General BEUC

Lord Mogg, CEER President

14.30-16.45 Complaint handling

Status review on the implementation of ERGEG Guidelines of Good Practice on customer complaint handling, reporting and classification

Conclusions of the Working group on ADR in the energy sector, Commission Case study on an independent mediation in Belgium

Consumers point of view on ADR(Beuc/Consumers NGO)

State of play on independent mechanism in the Member States after the transposition into national law of the 3d energy package, Commission

Discussion

16.15-16.45: Coffee break

16.45-18.30 Competitive retail markets that benefit consumers (part 1)

The role of the Distribution System Operators in switching Eurelectric, DSO

Draft Advice on price comparison tools ,CEER

How NRAs can act on price information ,Ofgem

Consumers point of view, Beuc /Consumer NGO

Discussion

Day 2 - Thursday 27 October 2011

09.00-10.30 Competitive retail markets that benefit consumers (part 2)

Benchmarking report on the roles and responsibilities of the NRAs in customer empowerment and protection, CEER

Supplier perspective in the customer empowerment , Eurogas

Retail market design, with a focus on supplier switching and billing : preliminary results from public consultation , CEER

Customer Centric Model: a future proof market design, Eurelectric

Discussion

10.30-11.00: Coffee break

11.00-12.20: Smart Meters

Smart grid communication and follow up of standardisation mandates (M/490 and related mandates), European Commission

Final Guidelines for Good Practice on regulatory aspects of smart metering focusing on customer services , CEER

Functionalities of Smart Meters, European Commission

DSOs practical experience regarding smart metering functionalities ,GEODE Discussion

12.20-14.00: Lunch

14.00-15.30: Demand Response schemes

Presentation of the advice on the take-off of a demand response schemes in the electricity market ,CEER

Presentation of the WG results , Eurelectric

Consumers points of view, ,BEUC/:consumers NGO

Energy Efficiency Directive, European Commission

Discussion

15.30-16.20: Conclusions