

**CEER**

**Council of European  
Energy Regulators**



## **European Energy Regulation A Bridge to 2025**

### **Retail Markets**

Fostering energy markets,  
empowering **consumers**.

Patricia de Suzzoni – Chair of the Customer and Retail Markets  
Working Group  
Brussels, 29 April 2014

# The 2025 Bridge and its pillars

Green Paper: “Energy Regulation: A bridge to 2025”

**Encompasses a broad range of issues**

Gas  
Wholesale  
Markets

Electricity  
Wholesale  
Markets

Infra-  
structure  
Investment

Demand  
Side &  
DSOs

Retail  
Markets

Launch on 29 April; Responses by 16 June; Conclusions September



## Energy sector trends (I)

### Consumer concerns:

- **Rising energy price** remains a major concern: in household budgets and for companies' competitiveness
- The increasing share of intermittent renewables requires **grid investments** i.e. fixed costs become higher
- Households and industry can save energy and money by improving their **energy efficiency** and be involved in **demand response**



**Simple and clear information is needed to encourage consumer to take up innovative products and services**



## Energy sector trends (II)

### Enabling demand response:

- **Larger consumers** have already provided load management services to system operators for many years
- **Smaller consumers** are increasingly equipped i.e. the relationship between consumer and system operators will change considerably
- **Demand response-enabling technologies** will increasingly allow all types of consumers to contribute to system optimisation (e.g. time-of-use pricing, demand-response contracts, load limiters, demand reduction contracts, ...)



**Consumer engagement** will be increasingly important to ensure that new relationships are understood and that demand response matches consumer needs (habits, load flexibility, size, etc.)



## Regulatory impacts (I)

### An appropriate framework for energy customers:

- **2020 Vision for Europe's energy customers** remains valid. Any regulatory framework must anchor itself to those principles
- A market in which:
  - consumers can expect the **reliability** of the physical supply of energy, and the commercial systems
  - charges are clear and kept to fair and reasonable levels (**Affordability**)
  - Information provided such that it is easy for consumers to understand their bill and better manage their energy consumption (**Simplicity**)
  - consumers are protected from unfair commercial practices and have the possibility to participate actively in the market (**Protection and Empowerment**)



Improving consumer experience through  
e.g. **24-hour switching**



## Regulatory impacts (II)

### Removing barriers in Europe's retail markets:

- Suppliers in one country should be able to compete in the retail market in another i.e. **enhancing competition at retail level to the benefit of consumers**

### Enabling a market in demand response:

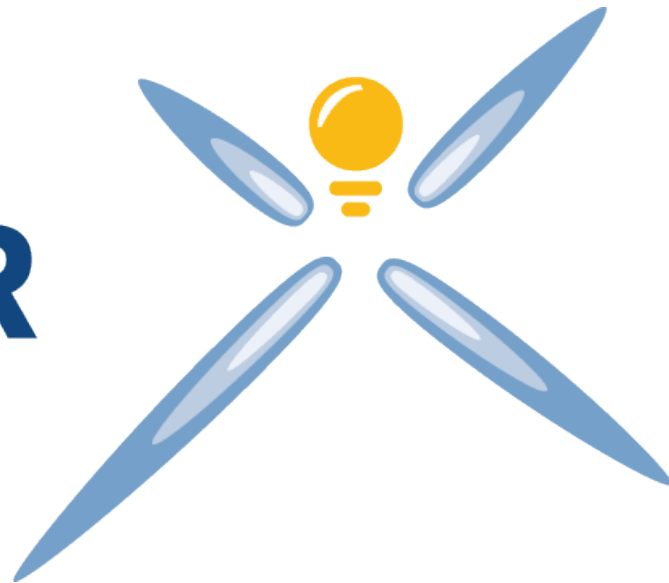
- Need for a framework which:
  - Covers **commercial, regulatory and standardisation** aspects to allow the introduction of new services and technologies which permit greater demand-side involvement in the energy market
  - Explores the **new relationships between service providers and consumers** and seek to facilitate consumer involvement whenever possible
- Need for **appropriate protection for participating consumers**, requirements for information, data, cyber-security
- Need to identify areas where **standardisation** is required e.g. content, format and exchange of customer metering data



# Thank you for your attention!

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