



2012 Annual
Report

of the Council
of European Energy Regulators

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This report provides highlights of the activities of the Council of European Energy Regulators (CEER) for the period 1 January 2012 to 31 December 2012.

CEER is legally established as a not-for-profit association under Belgian law.

Purpose of this Annual Report

During 2012, CEER worked on a broad range of technical issues. Rather than providing a description of our many activities, this report highlights some of our key achievements in 2012 such as our pioneering work on developing a customer vision, our fact finding and market monitoring (jointly with ACER) on a wide berth of issues including renewables, wholesale and retail markets, and our continuous proactive engagement with the EU Institutions to reshape the energy regulatory landscape and improve the energy sector for the future to the benefit of Europe's businesses and citizens alike.

A list of reports, public consultations and press activity as well as presentations given by European energy regulators in 2012, and some interesting data can also be found in the Appendices to this report.

Further information, including policy documents, can be found on our website www.energy-regulators.eu

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01

President's statement

One year ago, at the 2011 London Forum, I committed energy regulators to establishing a vision for consumers, to put consumers at the heart of EU energy policy. One year on, I am proud that regulators have lived up to their promise.

Pioneers and Partners of the 2020 Customer Vision

This year, CEER took the initiative to develop a vision that puts consumers first. We have worked hard to engage stakeholders, and consumer bodies in particular, in developing the vision. Following a CEER customer conference and public consultation on a draft vision, the result is the CEER-BEUC joint statement on a 2020 Vision for Europe's Energy Customers presented at the 2012 Citizens' Energy Forum in London.

We are pleased that the vision is not simply CEER's vision. We have teamed up with BEUC, the EU Consumers Organisation, and "own" it together. The CEER-BEUC vision has already won the support of the 2012 London Forum (and appears as an annex to its conclusions). Moreover, to date, 11 energy sector organisations have formally supported the CEER-BEUC joint statement (CEDEC, EDSO for smart grids, ENTSO-E, ESMIG, ENTSG, EURELECTRIC, EUROGAS, GEODE, IGU, NEON and SEDC). Such broad endorsement is most encouraging, not least when set against a backdrop of the European Commission's Consumer Market Scoreboard which shows low consumer satisfaction in energy markets, and our own ACER-CEER market monitoring report which shows that energy markets are not yet delivering expected benefits for consumers.

Our development of a 2020 Customer Vision and the overriding customer-focus to our work programme is an evolution in how CEER itself operates, rather than indicating a new area of activity. We see that a focus on the 2020 vision is a valuable means for all actors to work together towards a common "Customer First" goal.

Of central importance to the bigger picture of the Internal Energy Market is that efficient and competitive markets translate into real benefits for consumers.

The 2012 London Forum invited all market actors to demonstrate their commitment to take concrete actions to make the 2020 customer vision a reality, and called on Forum participants to deepen their communication efforts and approaches to engaging with consumers. In the future, the London Forum will be used to monitor progress towards this vision.

Monitoring and developing Europe's energy markets

In a detailed joint report with ACER, we reported extensively on the Internal Energy Market. Information collected by National Regulatory Authorities on the CEER internal database provided much of the data for the analysis. Our evidence supports the findings of the European Commission, specifically that much has been achieved, but more needs to be done to complete the Internal Energy Market. We have included a summary table of some major indicators as an appendix to this report, in order to illustrate how energy markets are performing across Europe. National (country) reports are also posted on the CEER website.

Improving the EU energy framework

In addition to monitoring, European energy regulators are also concerned about developing the relevant policies which will help meet Europe's energy goals. That is why we dedicated significant resources in 2012 to new EU initiatives, including the Energy Efficiency Directive, the Energy Infrastructure Package and a range of European Commission expert working groups. We also focused our attention on emerging market issues: these include how to integrate renewables; how to fight VAT fraud in the energy sector; and how to promote transparent and fair energy trading.

CEER's role in external energy policy

CEER has a broad vision of Europe's electricity and gas markets that doesn't respect the boundaries of the EU-27 Member States. Indeed, Europe's electricity market inevitably includes Switzerland (despite it not being an EU Member State). We are pleased to welcome the regulator from Switzerland and the regulator from the Former Yugoslav Republic of Macedonia (FYROM) who have joined CEER as Observers.

In widening the scope of our geographical coverage, CEER will continue to strengthen the external dimension of EU energy policy and the particular role that regulatory cooperation plays in the field of energy.

We hope that other countries which fulfil CEER's entry requirements will also take observer status in the year ahead. CEER is committed to help countries on their path towards EU membership, and the full obligations this will entail in terms of implementation of the EU's energy laws.

Finally, we encourage you to examine the new customer section of our website. It includes interactive tools that show how electricity, gas and smart grids work; a map of national consumer contacts; and a host of information on energy customer rights.



Lord Mogg
CEER President

02

Cooperating at EU level

CEER

For more than a decade, Europe's national energy regulators have been cooperating through the Council of European Energy Regulators (CEER) in an effort to create a single EU energy market to the benefit of all consumers.

As part of this effort, CEER successfully campaigned for an EU Agency for the Cooperation of Energy Regulators (ACER), established under the 2009 third package of energy liberalisation laws (the "3rd Package").

CEER works closely with and supports the work of ACER. Indeed, CEER's tried-and-tested model of working groups comprising national experts from regulatory authorities is also used in ACER to develop its regulatory outputs and positions.

But while ACER's tasks are derived from legislation, CEER is the European energy regulators' tool for addressing complementary issues, making policy recommendations and working horizontally. CEER is a platform for exchanging good practices and experience with each other and with outside parties, for representing the collective interests of National Regulatory Authorities and for raising awareness of the principles of good regulation within the EU and beyond. From the very beginning, CEER's goal has been not only to react flexibly to new and future issues of energy regulation and the IEM, but also to contribute to the European policy dialogue through which such issues are shaped in the first place.

Internal Energy Market objective

EU Heads of State have set 2014 as the target date for the Internal Energy Market (IEM). ACER has been charged with developing the regulatory framework for cross-border market arrangements that will facilitate the achievement of a truly internal energy market. ACER must also monitor progress toward this goal. CEER complements ACER's statutory tasks by providing significant technical work on a range of broader regulatory and market issues.

CEER's broad vision of Europe's energy landscape

CEER is a voluntary organisation. Membership to CEER is open to the national regulatory authorities (NRAs) from EU Member States and EEA countries, and since 2012 NRAs from EFTA and EU accession countries can join CEER as Observers. CEER currently represents 31 NRAs. CEER's broad vision and geographical coverage is consistent with the European Commission's efforts to promote market integration and regulatory convergence with the Union's neighbours. Through CEER, NRAs address a wide range of regulatory and market issues, from customer rights and empowerment to renewable integration and climate change objectives to the technological development of our electricity and gas networks. These (CEER) issues are highly relevant to the development of the EU's energy markets. This is because Europe's energy landscape is made up of more than the sum of its market rules. It also includes the nuts and bolts of the system; retail supply and customer service issues; and innovation and new technologies. Taken together, they provide the broader context of Europe's energy regulators' field of vision and interest.

31 national regulatory authorities are represented by CEER

CEER and ACER - complementary approaches to energy regulation

Regulators are committed to a complementary approach to energy regulation in Europe. ACER has statutory tasks related to cross-border market development and oversight whilst CEER pursues broader and complementary issues including international, sustainable and customer policies. In 2012, CEER and ACER also produced joint work such as the ACER-CEER report on Monitoring the Internal Electricity and Natural Gas Markets.





8.5 - 29.4 € cent the range for average retail price per kWh for electricity in 2011

2.8 - 11.7 € cent the range for average retail price per kWh for gas in 2011

03

Monitoring market developments

Monitoring the Internal Energy Market

Efforts to create the IEM and annually to take stock of overall progress made have been a core activity of the European energy regulators for several years (through national reports and our EU evaluation of the national reports).

Through our market monitoring reports and annual national reports, regulators provide insights into progress and reminders of what still needs to be done to realise the Internal Energy Market.

Marek Woszczyk, CEER Vice President and Chair of the CEER Implementation, Benchmarking and Monitoring Working Group

ACER
Agency for the Cooperation
of Energy Regulators

**Council of
European
Energy
Regulators**

ACER/CEER
Annual Report on the
Results of Monitoring the
Internal Electricity and
Natural Gas Markets in 2011

ACER has been mandated to monitor progress towards the IEM. But, regulators are also interested in progressing other areas including LNG and gas storage transparency; DSO unbundling; quality of supply; compliance with 3rd Package obligations; or the voluntary recommendations from CEER's Guidelines of Good Practice (e.g. indicators for retail market monitoring).

Such monitoring work, carried out by CEER, complements the monitoring work in ACER. The Gas Target Model (GTM), developed by CEER and endorsed at the Madrid Forum in March

2012, is widely accepted by stakeholders as a major contribution to the achievement of competitive wholesale markets by the 2014 deadline. CEER works on and monitors progress towards the GTM.

The ACER-CEER Market Monitoring Report is a valuable contribution to EU policy decision making as it brings facts and figures. Its findings support the core messages of the Commission's Internal Energy Market Communication, that progress has been made but more needs to be done to complete the internal market by 2014.

**Philip Lowe, Director General,
DG ENER, European Commission**

Key achievements in 2012

- In 2012, ACER and CEER presented their first joint market monitoring report. By producing a joint report, ACER and CEER aim to provide as complete an assessment as possible of progress towards the implementation of the 3rd Package, including the completion of the IEM by 2014. The findings of the report were presented at a joint public event in Brussels on 29th November.
- CEER published its 5th Benchmarking Report on the Quality of Electricity Supply (along with a short factsheet). It includes extensive data from 26 EU countries, Switzerland and the Energy Community countries (of South East Europe).
- In 2012, CEER monitored access rules for gas storage and identified the different criteria that are used in Europe to determine the access regime. CEER also began work monitoring the storage transparency requirements (Art. 19 of the Gas Regulation). In addition, CEER began to examine the access regimes at LNG terminals, addressing in particular efficiency indicators and actual market functioning.
- CEER monitored Member States' (legal and practical) implementation of the customer and retail market provisions of the 3rd Package, and the unbundling of Distribution System Operators (DSOs) across Europe.

04

Shaping the EU energy policy debate

Through CEER, energy regulators are committed to serving as valued partners to the European Institutions in shaping energy policy and legislative proposals.

At our (January) 2012 Annual Conference, we previewed two of the major EU legislative issues of the year, energy efficiency and infrastructure, and invited key players to comment on how to move from theory to practice to ensure competitive and sustainable markets.

CEER provided advice and recommendations to the European Commission on a number of technical and policy areas including on the draft Regulation on Energy Infrastructure; on the Commission's Communication on renewable energy; and also on the issue of VAT fraud.

We contributed expertise to several working groups of the European Commission including DG SANCO's Working Group on Alternative Dispute Resolution and DG ENER's Task Force on Smart Grids. We also shared our expertise externally, including by responding to the Energy Community's consultation on the Regional Energy Strategy.

Key achievements in 2012

- The ACER-CEER Market Monitoring report was heralded by the European Commission for providing robust facts and figures on the Internal Energy Markets thus contributing greatly to informing the EU energy debate.
- CEER publicly consulted on market-based investment procedures for gas infrastructure, an important element of the Gas Target Model.
- With growing political interest in the impact of renewable support schemes on competitive markets, regulators analysed how non-harmonised support schemes across Europe can impact market functioning and investment decisions. We also undertook to survey the different policies in place to better understand their effects. This work is particularly timely given the intention of the European Commission to review renewable energy support schemes and issue guidance on best practice.

Regulators will monitor progress towards the Gas Target Model (GTM) and, at the same time, CEER's forthcoming blueprint on new-built capacity will be used to support the further development of the GTM and the framework guidelines and network codes.

Walter Boltz, CEER Vice President and Chair of the CEER Gas Working Group

What's next?

- CEER will continue its analysis of and reaction to initiatives from the European Commission which impact energy markets, in particular in implementing the Energy Infrastructure Regulation; developing guidance on renewables; and improving consumer-related processes (billing, roll-out of smart meters, data management, treatment of vulnerable customers, etc.).

6 European Commission expert working groups, to which CEER contributed

- CEER will develop further elements from the Gas Target Model by reviewing the implementation of the various recommendations it contains.
- CEER will present to the Madrid Forum in spring 2013 a blueprint on how new build capacity at existing gas interconnection points can be integrated into an EU-wide market-based approach, as well as on related considerations for large new gas infrastructure projects. In doing so, we carefully take into account any linkages to the framework guidelines on gas tariffs that are being developing by ACER.



05

New infrastructure

In an effort to address Europe's major energy infrastructure challenges, the European Commission drafted legislative proposals that aim to accelerate work on developing priority energy infrastructure such as gas pipelines, smart power grids and better transport networks.

305.000 km length of the electricity transmission network in Europe

CEER provided data and expertise to the European Commission when drafting the proposals, and closely followed the legislative negotiations on the Connecting Europe Facility and the draft Energy Infrastructure Regulation to ensure an appropriate framework for efficient investments in the public interest. By the end of 2012, the legislative process was nearing completion.

The development and subsequent implementation of provisions to improve Europe's energy infrastructure is of major interest to regulators, and to their core regulatory tasks both at national and EU level.

Key achievements in 2012

- Infrastructure and energy efficiency were the themes of our 2012 Annual Conference.
- Welcoming the European Commission's proposal for a Regulation on Energy Infrastructure, CEER and ACER provided joint advice to the Commission to help ensure that the Regulation, once enforced, is effective.

187.000 km length of the gas transmission network in Europe

- In the meantime, work on the selection process for "Projects of Common Interest" (PCIs) has already begun. These PCIs are of so-called "common interest" in that they manifest a Europe-wide added value and will enhance energy networks across the board. Energy regulators are playing a key role in this preparatory stage as part of the ad hoc priority corridor working groups, organised by the European Commission, in evaluating the PCIs.

- CEER acts as a key facilitator of smart electricity grids and smart meters.

What's next?

- In 2013, CEER will analyse national regulatory approaches that enable smart grid solutions. CEER will continue to work closely with the European Commission and the EU standards bodies on smart grids.
- CEER will address the challenges of security of supply on a fundamental level, by reviewing blackout and restoration practices for electricity

While a lot has been done to develop network codes and the right framework for investment, it is critical that energy investments follow the principles of cost efficiency.

Annegret Groebel, CEER Vice President



EU Energy Commissioner Oettinger and Lord Mogg, CEER President, at the CEER 2012 Annual Conference



8€/MWh average level of support for electricity produced from renewables in Europe in 2010

Renewable generation is increasingly mainstream so needs to be integrated into the market, participating in intraday markets as close as possible to real time. Implementation of the Framework Guidelines on Balancing and Capacity Allocation and Congestion Management (CACM) should help ensure this.

Martin Crouch, Chair of the CEER Electricity Working Group

06 Renewables, energy efficiency and climate change

Sustainability issues have risen to the top of the European policy agenda, where they are manifest, for instance, in the 20-20-20 goals, the Energy Efficiency Directive (October 2012), the 2050 Roadmap, the European Commission's Communication on Renewables (June 2012) and the Council's decision on Renewable Energy Sources (RES) (December 2012).

CEER is very conscious of the impact these issues will likely have on market design and energy customers, making this an important area of work to ensure energy regulation is fit for purpose as new policies are developed.

Renewables support policy

In 2012, CEER contributed significantly to the policy debate on renewables and the integration of renewables in the EU electricity network. CEER provided both unbiased factual data (quantifying the renewables support policy that exists across countries) and developed a policy position paper (on the Commission's RES Communication) and a report on the implications of non-harmonised renewable support.

EU role in setting the global agenda for safe, competitive and low carbon energy

In heading up the Climate Change working group of the International Confederation of Energy Regulators (ICER), CEER is a leading voice for global action on climate change.

Key achievements in 2012

- Following our 2011 public consultation, we published our advice on the implications of non-harmonised renewables support.
- CEER published its response to the European Commission's RES Communication.
- We published a detailed report on renewable and energy efficiency support schemes in Europe. In it, we analysed the differences of support schemes and their impacts.
- The ACER-CEER Market Monitoring Report reviewed RES network and market design issues, examining whether the grid is able to cope with the growing penetration of renewables

- CEER provided input to the ICER report on renewable energy and distributed generation which was presented at the World Forum on Energy Regulation, in May 2012.
- We organised a joint CEER-ICER workshop on Renewables Energy Strategy in Brussels during 2012 Sustainable Energy Week. We showcased international case studies from the 2012 ICER renewables and distributed generation report, and debated the role of renewables in the European Commission's 2030 strategy.

What's next?

- CEER will continue to work towards the proper integration of renewables in Europe such as through flexibility tools (including demand side management and storage) for future electricity markets.
- The Energy Efficiency Directive put forward legally binding measures to ramp up EU-wide efforts to use energy more efficiently. In 2013, CEER will develop Guidelines of Good Practice on demand-side management so as to help realise energy efficiency potential.
- Consumers increasingly demand renewable electricity. By analysing how customers are informed about the source of their electricity (fuel mix, guarantee of origin), CEER will provide advice on green electricity offers.



Claude Turmes MEP, at the CEER-ICER workshop on renewables, June 2012

07

Putting customers first

Energy regulators work to create well-functioning and competitive EU energy markets so that consumers get fair prices, the widest choice of suppliers and the best quality of supply possible.

In 2012, CEER placed particular emphasis on customer issues, taking the initiative to build, with consumer bodies and other stakeholders, a 2020 vision for Europe's energy customers. The result was a vision presented jointly with BEUC, the EU Consumers Organisation, to the Citizens' Energy Forum and endorsed by 11 energy stakeholder bodies.

Key achievements in 2012

- CEER presented the CEER-BEUC Joint Statement on a 2020 Vision for Europe's energy customers to the 2012 Citizens' Energy Forum (the London Forum). Our joint vision promotes four principles: reliability, affordability, simplicity, and protection & empowerment as the cornerstones of an energy sector where the European consumer truly comes first.
- The vision statement gained the support of the London Forum (and appears as an annex to its conclusions).
- The London Forum invited market actors to take concrete actions to make the vision come true. Leading by example, CEER presented a rolling 3-year Action Plan of what CEER will do to help make the vision a reality.
- 11 EU energy sector organisations, including the energy ombudsmen and the gas and electricity industry associations, support the vision.

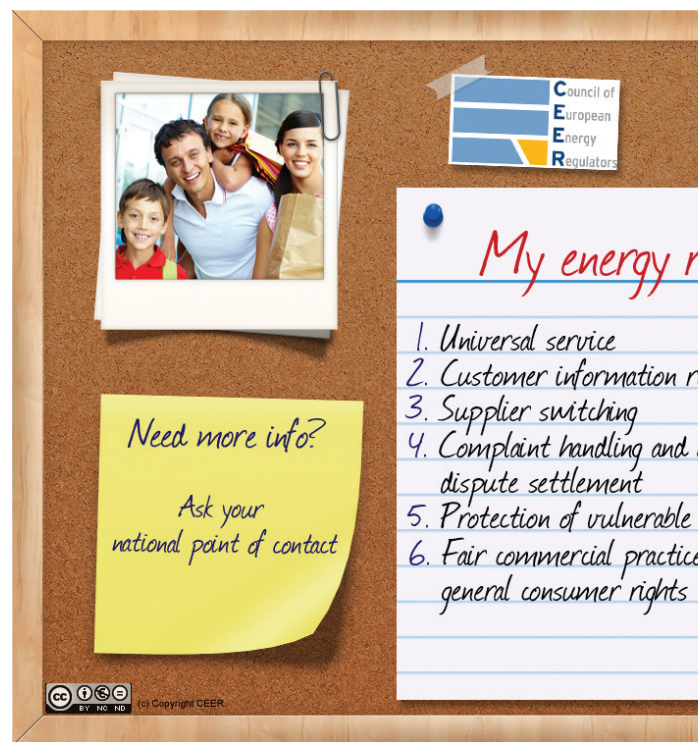
We welcome the 11 cheers by energy sector organisations to our customer vision. We call on concrete actions by all stakeholders to make our energy customer vision a reality.

Patricia de Suzzoni, Chair of the CEER Customer and Retail Markets Working Group

- Also at the 2012 London Forum, we launched the new customer section of our website. We have put together infographics, factsheets and interactive games to present energy markets and consumer rights.
- Our CEER Guidelines of Good Practice on web-based price comparison tools suggest common principles to make it easier for customers to compare offers, overcoming problems with choice and information overload.

21 countries have a single point of contact for energy or general consumer information points

- We worked with the Energy Community Regulatory Board (ECRB) to produce Guidelines of Good Practice on Voltage Quality Monitoring (VQM).



Infographic on the new customer section of the CEER website

- We held two workshops on customer topics and a Customer Conference. The Customer Conference was the “Talk of the Town” in Brussels during Sustainable Energy Week, in June 2012. With 37 representatives from national consumer bodies attending this truly interactive event, we succeeded in engaging consumer bodies in the process of drafting a 2020 customer vision.



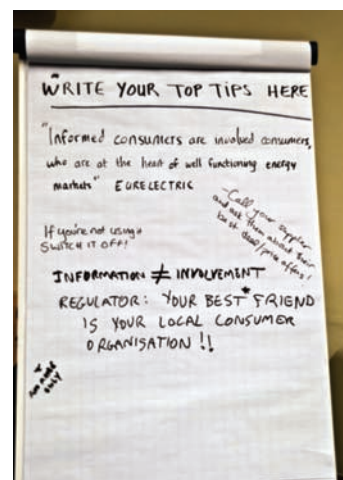
Brainstorming at the CEER interactive Customer Conference

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.

Commissioner Oettinger, opening the CEER Customer Conference, 21 June 2012

What's next?

- Work on implementing the customer vision will continue in 2013.
- New 2013 customer deliverables include an analysis of the involvement of consumer organisations in the regulatory process; a review of how smart metering is progressing across Europe; and a review of current practices in terms of customers' access to information on the cost and sources of their energy as well as energy efficiency schemes.
- Advice will be formulated on data management for better retail market functioning and on electricity green offers.
- We will continue to expand and improve our communications and dialogue with consumers, including with the publication of Citizens' Q&A memos alongside all our reports; organisation of regional consumer events for regulators and consumers as well as our 2nd Annual Customer Conference; publication of a brochure on customer rights; and the wider use of social media and visual tools to communicate information.
- CEER will also take its customer efforts beyond the EU's borders by organising a workshop on consumer issues with the Energy Community Regulatory Board (ECRB) in 2013 and through its continued involvement at global level in ICER's customer work.



Delegates at the Customer Conference were invited to write their Top Tips



08

Transparency matters

Integrity and transparency of the wholesale energy market

CEER was honoured in 2011, by winning the 2011 Energy Transparency Award, for its proactive contribution in the conception and implementation of a transparency regulation at EU level.

The Regulation on Wholesale Energy Market Integrity and Transparency, effective since 28 December 2011, provides an EU-wide framework for protecting energy trading from market manipulation and insider dealing. The new transparency regime is now taking shape.

In addition to contributing significantly to the draft text of the Commission's REMIT proposals, CEER is now helping to implement REMIT, in particular focusing on areas where REMIT provides for a formal role for NRAs. During 2012, CEER also worked on related fields such as financial legislation development, VAT fraud prevention and establishing formal cooperation with financial regulators.

Internal Energy Market objective

EU Heads of State have set 2014 as the target date for the IEM. ACER has been charged with developing the regulatory framework for cross-border market arrangements that will facilitate the achievement of a truly internal energy market. ACER must also monitor progress toward this goal. CEER complements ACER's statutory tasks by providing significant technical work on a range of broader regulatory and market issues.

As the new transparency regime begins to take shape, CEER will continue to help ACER in preventing insider trading and market manipulation, and to corral stakeholders in the fight against VAT fraud in the electricity and gas sector.

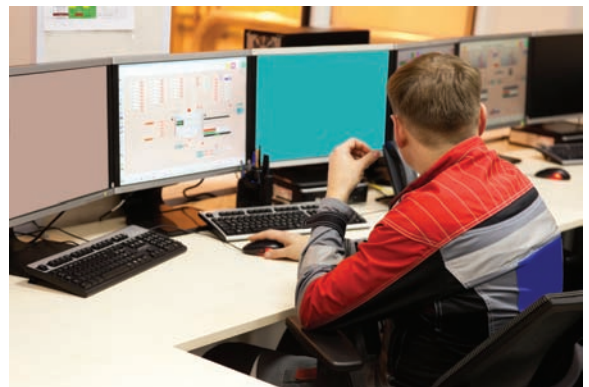
Jose Braz, Chair of the CEER Market Integrity and Transparency Working Group

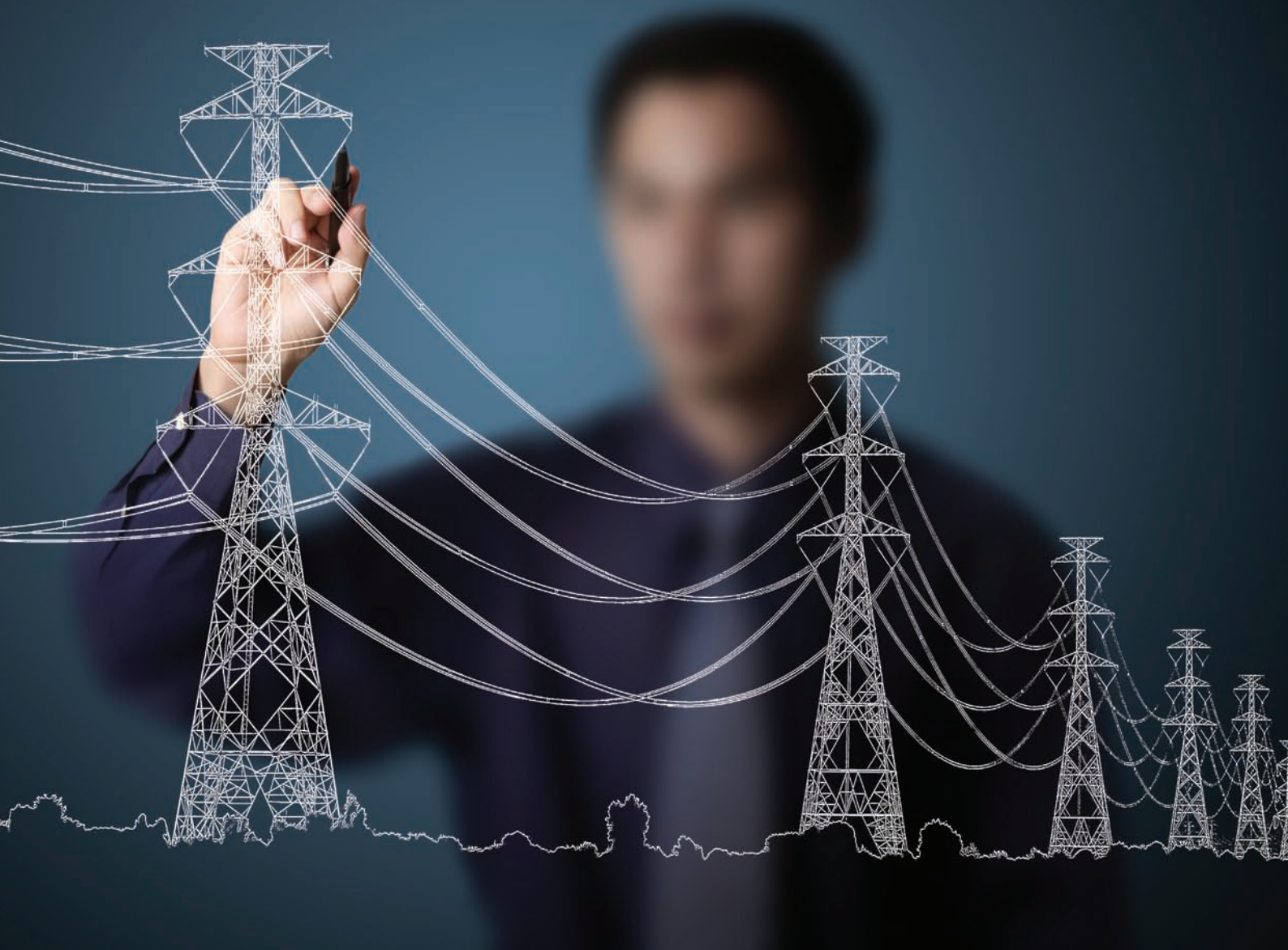
Price transparency

In our belief that web-based price comparison tools make it easier for customers to compare offers, CEER consulted upon and developed guidelines on price comparison tools.

Improving access

Following CEER's recommendations for the development of a common template on each LNG System Operator website that would promote transparent access to European LNG terminals, CEER collaborated with Gas LNG Europe (GLE) to jointly develop such a tool. GLE's transparency template tool was launched at the 21st European Gas Regulatory Forum (Madrid Forum) in May. This new transparency tool will improve access to European LNG terminals.





09

Making an impact globally

CEER has positioned itself as an important player in the external dimension of Europe's energy policy. In 2012, CEER successfully deepened existing relationships with counterparts from around the globe.

For the first time, CEER opened its doors to the NRAs of EFTA and EU accession countries to join as Observers, thus benefiting from our successful and established network.

We are particularly pleased to welcome the Swiss and FYROM regulators to CEER's ranks as Observers.

Yvonne Fredriksson, Co-Chair of CEER's International Strategy Working Group

Starting with our closest neighbours

CEER has long established close collaboration with regulators, their regulatory associations and institutions in the EU's immediate neighbourhood, in particular in south eastern Europe and the southern Mediterranean. By promoting competitive, well-functioning and transparent markets, CEER has tried to contribute to a better understanding of EU energy market legislation and its implementation beyond the EU's borders. CEER's experience with regional market integration has also attracted significant interest and is widely being shared with counterparts in the EU's geographical surrounding.

Following our cooperation with the Energy Community Regulatory Board in our 5th Benchmarking Report on quality of electricity supply (which resulted in a dedicated annex to the report on Energy Community data), we were particularly pleased to issue in 2012 our first full joint report with regulators from the Energy Community, in the form of Guidelines of Good Practice (GGP) on voltage quality monitoring.

In 2012, CEER established a dialogue with the regulatory bodies of the six countries of the EU's Eastern Partnership (EaP) programme namely

Armenia, Azerbaijan, Georgia, Belarus, Moldova and Ukraine. Given that successive EU enlargements have brought these countries closer to the EU, CEER's engagement with counterparts in the region is not only timely but also in the strategic interest of the EU's external energy policy. As a result, CEER organised, with the support of the European Commission, an EaP workshop in May 2012.

CEER has also deepened its relations with FTS, the federal regulator of Russia, in our belief that regulatory matters should be an integral part of the EU-Russian energy dialogue.

CEER in the international arena

Over the years, CEER's dialogue with fellow regulators has become increasingly global. In order to effectively maintain and deepen existing relationships with world partners, CEER holds regular bilateral roundtable discussions with international counterparts. CEER also frequently receives delegations from abroad and exchanges views in ad-hoc bilateral meetings. CEER's global network extends from Latin America to the United States, and from Africa to the Far East.

CEER's active membership of and engagement in the International Confederation of Energy Regulators (ICER) is a strong and permanent pillar in CEER's global work. ICER is chaired by CEER's President Lord Mogg. CEER's members closely collaborate with fellow regulators from around the globe in ICER's thematic working groups, and CEER chairs the ICER climate change working group. The results of this ICER work for the first period 2009-2012 (a set of 4

European energy regulators have traditionally shared their experience, know-how and best practices with partners around the world. After more than 10 years of energy regulatory experience, we are proud that our openness has led to cooperation with close neighbours and global counterparts alike.

Michel Thiollière, CEER Vice President and Co-Chair of CEER's International Strategy Working Group

global reports and accompanying factsheets) were showcased at a major 3-day conference (the Fifth World Forum on Energy Regulation in Quebec, Canada in May 2012).



Lord Mogg and delegates at WFER V, Quebec

Key achievements during 2012

- CEER held its first international workshop with regulators and authorities from the EaP countries in May 2012.
- A bilateral meeting with FTS, the Russian federal regulator, on regulatory aspects of power capacity markets, took place in February in Florence. CEER hosted a delegation from the Chinese regulatory authority and Ministries in Brussels in October, and a separate delegation from Thailand in November.
- As well as participating in several international events, CEER was well represented (in terms of participation, speakers and hosting a stand) at the Fifth World Forum on Energy Regulation in Quebec, Canada in May.

- For the second year running, CEER organised a joint CEER-ICER event during the EU's 2012 Sustainable Energy Week in June 2012.

What's next?

- Following up on the success of the first EaP workshop, CEER is planning to hold a second edition, again with the support of the European Commission, in 2013 in Georgia.
- A CEER-ARIAE roundtable will take place in Cancun, Mexico in February 2013.
- An EU-US regulatory roundtable will take place in the Netherlands in April 2013.
- CEER will continue to be actively involved in the International Confederation of Energy Regulators (ICER), taking the lead role on several issues.



CEER-ICER stand at WFER V, Quebec

10

Building trust and engagement

Properly engaging stakeholders

One of our major objectives is to ensure that stakeholders are given the opportunity to be involved in the development of energy policy. Apart from formal public consultations, we engage with stakeholders in a variety of ways, including workshops and meetings; the multi-stakeholder European regulatory fora (the so-called Florence Forum on electricity, Madrid Forum on gas and London Forum on citizens' energy issues); and more recently through social media channels.

CEER not only plays a central role in the substantive issues being discussed at the fora but we also take much away from the fora in listening to stakeholders' concerns.



Breakout session at our interactive Customer Conference

New approaches to engagement

Our commitment to building a 2020 vision for energy consumers involved adopting new approaches so as to properly engage consumer bodies (as well as other stakeholders) in the process. An interactive customer conference set up in a way which facilitated consumer bodies sharing their experiences (including breakout sessions, testimonials and different language versions of our discussion paper) proved invaluable in our outreach to consumers. The event was supported by the European Commission, which provided the venue, simultaneous interpretation and distinguished speakers (including Commissioner Oettinger).

The result was a joint CEER-BEUC vision presented to the Citizens' Energy Forum in October and supported by 11 energy stakeholder bodies. Building on the positive feedback from our first interactive customer conference (which we will make an annual event), we will examine options of continuing this dialogue through similar events. During 2013, CEER will review the involvement of consumer organisations in the regulatory process, in an effort to better engage consumer bodies in our regulatory work.

We rely on stakeholder engagement, whether in improving our consultation practice, helping us to prioritise our work programme or developing a vision that benefits customers. In return, we are committed to and advocate for the best consultation practices.

Una Shortall, CEER Deputy Secretary General

Work Programme

Once again, CEER publicly consulted on its draft work programme for the year ahead, which helped us prioritise the most important issues to address in 2013. To give stakeholders as complete a picture of regulatory work in 2013 as possible, we held a joint event with ACER (in July) on our respective draft work programmes.

Best consultation practices

One year after introducing CEER's public consultation guidelines, we reviewed them. We considered stakeholder feedback an important part of this process to help us better understand how our consultation practices were perceived. Feedback was sought through a variety of means including an online poll and a meeting with stakeholders in Brussels. As a result, some refinements were introduced, such as more streamlined evaluation of response documents.

Events

In addition to the CEER 2012 Annual Conference (25th January) on energy infrastructure and energy efficiency and our Customer Conference (21st June), CEER held 6 public workshops including a joint event with ICER on renewables during Sustainable Energy Week, 2 joint events with ACER, and a joint event with EURELECTRIC and the Energy Community Regulatory Board (ECRB) on voltage quality. Participation in all our events is free of charge. A number of our public events were web-streamed live. Videos, presentations and participant lists are available on our website. Feedback forms are circulated at all our events and we act on the lessons learned.



Testimonial by consumer body at the CEER Customer Conference.

820

people participated (free) in CEER public events in 2012

11 Communications and publications

The CEER website is our main communication tool. It contains our reports and position papers, videos, photos, newsletters, media releases, public consultations, work programme, past event presentations and much more.

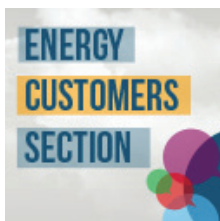
Our online subscriber base continues to grow. Online subscribers receive direct to their electronic devices our free monthly European Energy Regulators Newsletter, notifications of media releases and new public consultations, reports and upcoming events.

We endeavour to constantly improve the way in which we communicate. It is increasingly visual and interactive. Our Twitter account offers timely information to journalists and all stakeholders. Photos are supplemented with infographics, video and interactive tools.

528 followers on CEER's Twitter account

What's new in 2012?

- The new dedicated energy customer section of the website. It has basic explanations of how energy markets work and the rights of energy consumers as well as contact details of national entities that can provide help and information. It is packed with information presented in simple, visual and interactive ways.
- Many more easy-to-read brochures and factsheets, and for the first time infographics.
- Reports (even the technical ones) now contain a customer section.
- We've experimented more and more with video (including clips of the annual conference, presentation of the new customer section of the website, and video interviews).



Want to know more about energy customer issues? Visit the energy customer section of our website www.energy-regulators.eu

We've put together video, factsheets and interactive games to present energy markets and consumer rights. Visit our interactive map of Europe for links to your national energy points of contact.

We've tried to better explain energy customer issues through the new customer section of the CEER website. We encourage all stakeholders to spread the word about it by inserting a link to it from your website.

Natalie McCoy, CEER Secretary General

Publications

In addition to our position papers, we publish many reports online which are full of interesting, unbiased facts.

CEER is a reliable source for facts and figures. CEER's internal database has for years been a valuable source of data for the European Commission's annual benchmarking report of Europe's energy market development, and now also for ACER.

17 CEER reports published in 2012

The data collected by NRAs on CEER's internal database was used extensively in 2012 in preparing the first ACER-CEER Market Monitoring Report on the Internal Electricity and Natural Gas Markets.

HOW ENERGY WORKS



Where does the electricity and gas come from?

How does energy get to my home?

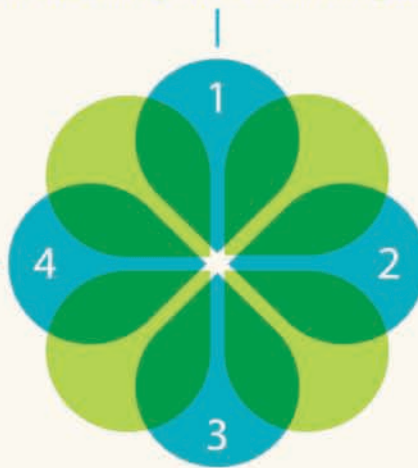
What is a National Regulator?

GENERATION/PRODUCTION

Power stations produce electricity from an energy resource. Gas is produced by extracting it from where it is trapped in large rock cavities far underground.

SUPPLY

Households receive their energy through a supplier who buys it from wholesale electricity and gas markets on their consumers' behalf. This is the company that you receive your energy bill from.



TRANSMISSION

High voltage power lines and high pressure pipelines carry large amounts of electricity and gas from where it is generated to where it will be consumed.

DISTRIBUTION

Lower voltage power lines and lower pressure pipelines carry electricity and gas from the transmission system to end users.

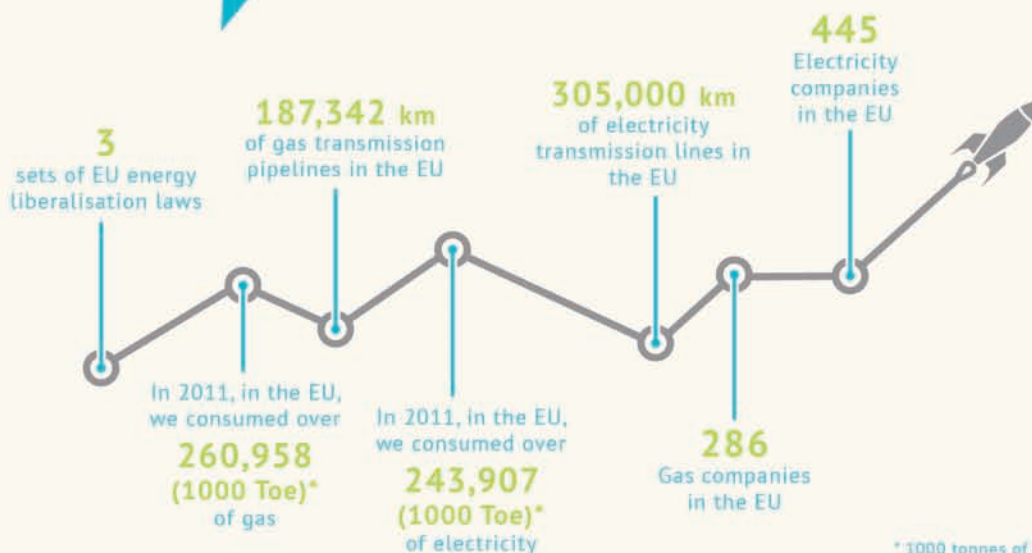
FACTS & FIGURES

SMART NETWORKS!

Smart meters can allow consumers to better understand and manage their consumption and to benefit from time of use tariffs, which can offer cheaper electricity at night for example, when there is less demand.

YOU SAID REGULATOR?

Your country has an energy regulatory authority whose job is to monitor the performance of electricity and gas markets and to protect and help enforce consumer rights.



* 1000 tonnes of oil equivalent

12 People



Lord Mogg
CEER President



Annegret Groebel
(BNetzA)



Walter Boltz
(E-Control)



Guido Bortoni
(AEEG)



Michel Thiollière
(CRE)



Marek Woszczyk
(URE)

The CEER President and Vice Presidents were elected on 1 February 2011, for a two-year term. Following the departure of Mr Johannes Kindler (BNetzA) and Mr Carlo Crea (AEEG), Ms Groebel (BNetzA) and Mr Bortoni (AEEG) were elected in March 2012 for the remainder of the Board's term.

Honorary Members of CEER

Mr Jorge Vasconcelos, Mr Jean Syrota, Mr Pippo Ranci and Mr Callum McCarthy, as founding Board members of the CEER, are honorary members of the CEER, as is Ms Asta Sihvonon-Punkka for her many years of dedication to CEER as a founding member, chair of several CEER working groups and as a CEER Vice President.

CEER Secretariat

CEER has a small Secretariat close to the EU Institutions in Brussels. It is headed up by Ms Natalie McCoy, the CEER Secretary General.

13

CEER Working Group and Task Force Chairs

We take this opportunity to thank the NRA staff who have chaired the CEER working groups and task forces for their tireless efforts and dedication to CEER's activities during 2012.

6 CEER working groups on specific policy areas

15 task forces and workstreams of regulatory experts for dedicated issues

Implementation, Benchmarking and Monitoring WG Chair: M.Woszczyk VC: J. Mayer	Market Integrity and Transparency WG Chair: J. Braz VC: F. Lakhoua	Electricity WG Chair: M. Crouch VC: G. Moelker	Gas WG Chair: W. Boltz VC: S. Neveling	Customers and Retail Markets WG Chair: P.de Suzzoni VC: T.Gómez, VC: M. Liikanen	International Strategy Group Co-Chairs: Y.Fredriksson M.Thiolliere
Legal Workstream N. Horstmann	Wholesale Energy Market F. Lakhoua	Electricity Quality of Supply W. Friedl V-P. Saajo	Gas Storage M.van Liere C. Millgramm	Gas Storage D. Van Evercooren	
Unbundling and Reporting J. Mayer		Sustainable Development M. Kollau J. Luger	LNG R. Prieto B. Esnault	Retail Market Functioning M. Liikanen	
Efficiency Benchmarking A. Luedtke-Handjery VC: Roland Görlich		Electricity Security of Supply K. Bauer C. Verhaeghe		Strategy & Communication P. de Suzzoni C. Sausman	

Appendix I – Selection of Market Indicators (2011)

Electricity

Country	Consumption	Regulated household tariffs		Number of retail companies with →=5% market share	Annual switching rate in small industry and households	Retail household price *
	(TWh/yr)	Y/N	% of house-holds			
Austria	64.05	NO		6	1.5	0.14
Belgium	83.3	YES	7.7	3	16.7	0.16
Bulgaria	32.25	YES	100	3	0	0.07
Cyprus	5.04	YES	100	1	0	0.17
Czech Republic	70.5	NO		3	7.5	0.12
Denmark	34.46	YES	85	5	NA	0.13
Estonia	8.10	YES	100	1	0	0.07
Finland	84.4	NO		4	7.9	0.11
France	476.1	YES	94	1	2.6	0.10
Germany	553.6	NO		4	7.8	0.14
Great Britain & Northern Ireland	316.58 9.02	NO YES	89.8	6 4	15.45 8.0	0.14 NA
Greece	51.49	YES	98.7	1	2.41	0.10
Hungary	40.1	YES	99.6	4	NA	0.13
Ireland	24.49	YES (until Apr 2011)	63.3	4	15.2	0.16
Italy	329.8	YES	83.3	2	7.0	0.14
Latvia	7.34	YES	97.3	1	0.01	0.10
Lithuania	9.46	YES	100	3	0.2	0.10
Luxembourg	6.64	NO		4	0.23	0.15
Malta	2.18	YES	100	1	0	0.16
Norway	125.1	NO		6	11.3	0.16
Poland	157.0	YES	99.9	6	NA	0.11
Portugal	50.50	YES	94.5	4	1.2	0.10
Romania	54.9	YES	100	5	0.022	0.08
Slovak Republic	28.86	YES	100	3	1.61	0.14
Slovenia	13.31	NO		8	4.22	0.11
Spain	270.36	YES	74.4	4	10.6	0.16
Sweden	149.9	NO		3	10.2	0.14
The Netherlands	121.8	NO		3	9.74	0.13

Electricity (cont'd)

Country	TSO Unbundling			Net load flows (imports - exports, GWh)	Renewable Energy Sources (RES) (Max net generating capacity, GW)
	No of TSOs	Unbundling regime (of largest TSO)	No of certified Ownership Unbundled TSOs		
Austria	2	ITO	0	8229	13.5
Belgium	1	OU	1	2600	NA
Bulgaria	1	legal and account unbundling	0	-10661	4.49
Cyprus	1	1	0	0	0.1335
Czech Republic	1	OU	0	-17044	5.05
Denmark	1	OU	1	1318	3.95
Estonia	1	OU	0	-3562	0.227
Finland	1	OU	0	13800	4.80
France	1	ITO	0	-55100	35.54
Germany	4	legal unbundling	NA	2500	71.2
Great Britain & Northern Ireland	7	OU	2	6222	4.7
	2	NA	0	1286.5	0.423
Greece	1	ISO	0	3232	2.05
Hungary	1	legal unbundling	0	6642	0.547
Ireland	1	NA	0	1769	1.922
Italy	11	OU	0	45626	31.9
Latvia	1	ISO	0	1246	1.9
Lithuania	1	OU	0	6739	0.35
Luxembourg	1	legal unbundling	NAP	4482	0.129
Malta	0	0	0	0	0.00847
Norway	1	OU	0	-2410	30.6
Poland	1	OU - own assets ISO - assets owned by another company	0	-5244	2.7
Portugal	1	OU	0	2812	10.23
Romania	1	OU	0	-1899	7.18
Slovak Republic	1	OU	0	727	2.41
Slovenia	1	OU	0	-1380	1.545
Spain	1	OU	1	-6105	46.64
Sweden	1	OU	0	-7200	22.91
The Netherlands	2	OU	0	8814	3.2

Source: CEER

*Retail price figures are sourced from Eurostat and relate to the 1st half of 2011.

NA = not available, NAP = not applicable.
 ITO = Independent Transmission Operator
 ISO = Independent System Operator
 OU = Ownership Unbundled

TSO data relating to Portugal relates to the mainland TSO only and not the islands.

Gas

Country	Consumption (TWh/yr)	Regulated tariffs		No. of retail companies with →=5% market share	Annual switching rate in small industry and households (% by number of metering points)	Retail household price * (€/GJ without taxes)
		Y/N	% of households			
Austria	95.63	NO		3	1.1	14.22
Belgium	183.4	YES	8.1	3	28.3	14.08
Bulgaria	28.19	YES	100	3	0.0	9.96
Cyprus	NAP	NAP		NAP	NAP	NAP
Czech Republic	85.65	NO		7	12.59	12.60
Denmark	40.0	YES	NA	NAP	NA	16.47
Estonia	6.56	NO		1	3.5	9.07
Finland	39.1	NO		6	NAP	NA
France	478.0	YES	86.3	4	NA	13.43
Germany	1009.5	NO		3	9.53	12.08
Great Britain & Northern Ireland	905.8 16.53	NO YES	92.9	6 2	14.82 7.58	11.24 NA
Greece	51.23	YES	100	1	0.0	NA
Hungary	108.1	YES	100	5	NA	12.46
Ireland	52.32	YES	72.9	5	17.4	11.69
Italy	823.53	YES	89.6	5	5.2	12.25
Latvia	18.5	YES	100	1	0.0	9.59
Lithuania	31.5	YES	100	2	0.0	9.98
Luxembourg	13.4	NO		3	0.028	12.72
Malta	NAP	NAP	NAP	NAP	NAP	NAP
Norway		NAP				NAP
Poland	160.34	YES	100	1	0.0	10.46
Portugal	57.5	YES	93.6	2	NA	15.75
Romania	150.81	YES	100	5	NA	4.14
Slovak Republic	59.0	YES	99.9	2	1.78	10.78
Slovenia	9.63	NO		3	0.0493	14.23
Spain	375.0	YES	35.4	6	19.0	12.62
Sweden	15.2	NO		5	0.49	18.32
The Netherlands	416.1	NO		3	9.8	11.52

Gas (cont'd)

Country	TSO Unbundling		
	No. of TSOs	Unbundling regime (of largest TSO)	No. of certified Ownership Unbundled TSOs
Austria	3	legal unbundling	0
Belgium	2	OU	0
Bulgaria	1	ITO	0
Cyprus	NAP	NAP	NAP
Czech Republic	1	legal unbundling	0
Denmark	1	OU	1
Estonia	1	legal unbundling	0
Finland	1	NAP	NAP
France	2	certified ITO	0
Germany	14	legal unbundling	NA
Great Britain & Northern Ireland	5 3	OU NAP	1 0
Greece	1	legal unbundling	0
Hungary	1	legal unbundling	0
Ireland	1	OU (in process)	0
Italy	3	ISO	0
Latvia	1	Unbundling of accounts	0
Lithuania	1	OU	0
Luxembourg	1	legal unbundling	NAP
Malta	NAP	NAP	NAP
Norway			
Poland	1	OU - own assets ISO - assets owned by another company	0
Portugal	1	OU	0
Romania	1	legal unbundling	0
Slovak Republic	1	legal unbundling	0
Slovenia	1	legal unbundling	0
Spain	15	TSO-OU	1
Sweden	1	---	0
The Netherlands	2	OU	0

Source: CEER

*Retail price figures are sourced from Eurostat and relate to the 1st half of 2011.

NA = not available, NAP = not applicable.
 ITO = Independent Transmission Operator
 ISO = Independent System Operator
 OU = Ownership Unbundled

TSO data relating to Portugal relates to the mainland TSO only and not the islands.

Appendix II – CEER 2012 documents

Cross-Sectoral

- Energy Infrastructure Package: Regulatory Issues, (C12-SCI-02-03), 24 January 2012
- CEER response to the Energy Community public consultation on Regional Energy Strategy, 24 April 2012
- ACER-CEER Annual Report on the Results of Monitoring the Internal Electricity and Natural Gas Markets in 2011, 29 November 2012

Electricity

- CEER response to the European Commission consultation on the renewable energy strategy, 6 February 2012
- CEER Conclusions Paper on the Implications of Non-harmonised Renewable Support Schemes, (C12-SDE-25-04b), 18 June 2012
- CEER response to the European Commission Communication on Renewable Energy: a major player in the European energy market COM (2012) 271, (C12-EWG-81-05), 9 July 2012
- Guidelines of Good Practice for the implementation and use of voltage quality monitoring for regulatory purposes, (C12-EQS-51-03), 3 December 2012

Gas

- CEER Monitoring Report on Article 33 and Article 41 of Directive 2009/73/EC, (C12-GWG-85-03), 9 July 2012
- CEER Evaluation of Responses document on Market-Based Investment Procedures for Gas Infrastructure: Issues and Approaches (C12-GWG-87-03a), 3 December 2012

Customers

2020 Vision

- CEER Discussion Paper on a 2020 Vision for Europe's energy customers, (C12-SC-02-04), 24 April 2012 (different language versions)
- Proceedings of the CEER Conference on 'Building a 2020 Vision for Europe's Energy Customers', (C12-SC-08-03), 3 September 2012 (different language versions)
- Contributing to a 2020 Vision for Europe's energy customers: CEER 3-year rolling Action plan, (C12-SC-09-07), 7 November 2012
- Status Review of Customer and Retail Market Provisions from the 3rd Package as of 1 January 2012, (C12-CEM-55-04), 7 November 2012
- Benchmarking Report on Meter Data Management – Case Studies, (C12-RMF-46-05), 7 November 2012
- A 2020 Vision for Europe's energy customers (CEER - BEUC joint statement), 13 November 2012

Retail market design and monitoring

- Guidelines of Good Practice on Electricity and Gas Retail market design, with a focus on switching and billing, (C11-RMF-39-03), 24 January 2012
- Guidelines of Good Practice on Price Comparison Tools, (C12-CEM-54-03), 9 July 2012
- Status Review of the implementation of the ERGEG GGP on indicators for retail market monitoring as of 1 January 2012, (C12-RMF-46-03), 3 September 2012

Alternative dispute resolution

- CEER Position Paper on the European Commission proposal for a Directive on Consumer Alternative Dispute Resolution (ADR), (C12-CEM-49-05), 12 March 2012

Appendix III – Press Releases and Factsheets 2012

Press Releases

- CEER conference champions the voice of customers in the energy infrastructure and energy efficiency debate, (PR-12-01), 25 January 2012
- CEER and GLE's collaboration results in a new transparency tool for improving access to European LNG terminals, (PR-12-02), 23 March 2012
- Madrid Forum endorses the Gas Target Model, (PR-12-03), 23 March 2012
- European Commission congratulates energy regulators on their customer vision, (PR-12-04), 21 June 2012
- Are energy consumer rights in place nationally?, (PR-12-05), 9 November 2012
- EU regulators and European consumer organisation set out steps for a 'customer first' energy policy vision, (PR-12-06 – CEER-BEUC joint press release on Joint Statement), 13 November 2012
- Progress made and challenges ahead for EU gas and electricity market integration reported by ACER/CEER, (PR-12-07 – CEER-ACER joint press release on Annual Report on the Results of Monitoring the Internal Electricity and Natural Gas Markets in 2011), 29 November 2012

Factsheets

- 5th CEER Benchmarking Report on the Quality of Electricity Supply, May 2012
- CEER general information brochure, May 2012
- Talk of the Town - CEER conference on Building a 2020 vision for Europe's energy customers, June 2012
- Putting consumers at the heart of EU energy policy, November 2012

Appendix IV – Presentations by the European energy regulators

- LIIKANEN, Marielle, Chair of Retail Market Functioning Task Force, Policies for energy provider delivery of energy efficiency (PEPDEE) – EU regional policy dialogue, “Realising the business opportunities created by energy efficiency obligations – what are the issues for energy providers and regulators”, Brussels, 19 January 2012
- GEWEHR, Joachim, Member of the Electricity Working Group, Eurelectric conference: Electricity markets at the crossroads: which market design for the future?, “Roundtable: Towards a 2050 energy roadmap: electricity markets under “stress test”?”, Brussels, 19 January 2012
- BRAZ, José, Chair of the Implementation, Benchmarking and Monitoring Working Group, European Electricity Grids Initiative team meeting, “Regulators’ work on smart grids, in particular innovation and demonstration projects”, Brussels, 24 January 2012
- LIIKANEN, Marielle, Chair of Retail Market Functioning Task Force, LTS annual conference, “Panel on privacy & data protection in smart grids”, Brussels, 27 January 2012
- Lord MOGG, CEER President, 7th EU Energy Law & Policy Conference, The internal energy market: “Making the Agency work in practice”, Brussels, 31 January 2012
- Lord MOGG, CEER President, Conference on European Energy Community (EESC), “Completing the integration of the internal energy market”, Brussels, 31 January 2012
- VERHAEGHE, Charles, Co-Chair of the Electricity Security of Supply Task Force, FTS-CEER workshop on Regulatory Aspects of Power Capacity Markets, “The work of European energy regulators on ensuring generation adequacy”, Florence, 6 February 2012
- TERMINI, Valeria, Member of the General Assembly, 4th FTS-CEER High-level meeting, “Investment planning rules in Europe”, Florence, 6 February 2012
- BORTONI, Guido, CEER Vice-President, Mobility Conference Exhibition, “Energy infrastructure and market competition”, Milan, 6-7 February 2012
- de SUZZONI, Patricia, Chair of the Customers and Retail Markets Working Group, International Energy Network Regulation workshop: “Consumer protection in Europe”, “Role of the Council of European Energy Regulators (CEER) in European energy markets”, Florence, 16 February 2012
- de SUZZONI, Patricia, Chair of the Customers and Retail Markets Working Group, International Energy Network Regulation workshop: “Consumer protection in Europe”, “Role of regulators on consumer protection: Diversity of approaches in Europe”, Florence, 16 February 2012
- Lord MOGG, CEER President, and BOLTZ, Walter, CEER Vice-President and Chair of the Gas Working Group, Joint ICER-IGU regulation workshop, “The role of gas in a changing world”, Brussels, 16 February 2012
- THOMADAKIS, Michael, Member of the Gas Working Group, and BRAZ, José, Chair of the Infrastructure, Benchmarking and Monitoring Working Group, Joint ICER-IGU regulation workshop, “Regulation and investment”, Brussels, 16 February 2012
- CROUCH, Martin, Co-Chair of the Electricity Working Group, Joint ICER-IGU regulation workshop, “Regulation and best practices”, Brussels, 16 February 2012
- RAILLON, Philippe, Member of the International Strategy Group, United Nations Conference on Trade & Development, “Services, development and trade: the regulatory and institutional dimension”, Geneva, 23-24 Feb 2012
- CROUCH, Martin, Co-Chair of the Electricity Working Group, EC Conference concluding the stakeholder consultation on the Renewable Energy Strategy: “Stability and Growth: towards a European renewable energy market”, “Ensuring effective grid and market integration of renewable energy”, Brussels, 24 February 2012
- de SUZZONI, Patricia, Chair of the Customers and Retail Markets Working Group, Congrès annuel de la CEDEC, “Roadmap 2050 – Equilibre entre les objectifs climatiques et les ambitions pour le marché de l’énergie dans lequel les consommateurs et la régulation jouent une place centrale”, Brussels, 20-21 March 2012

- BOLTZ, Walter, CEER Vice-President and Chair of the Gas Working Group, 21st European Gas Regulatory Forum, “Gas Target Model”, Madrid, 22-23 March 2012
- NEVELING, Stefanie, Vice-Chair of the Gas Working Group, and ESNAULT, Benoît, Co-Chair of the Gas Infrastructure and Finance Task Force, 21st European Gas Regulatory Forum, “Gas Target Model Follow-up: CEER Work on Incremental Capacity”, Madrid, 22-23 March 2012
- BOLTZ, Walter, CEER Vice-President and Chair of the Gas Working Group, 4th Energy trading week in CEE and SEE, “A license to trade”, Vienna, 16-17 April 2012
- HALLDEARN, David, Senior policy advisor to CEER, QED conference, “Paying for Priority Infrastructure Projects”, Brussels, 23 April 2012
- HALLDEARN, David, Senior policy advisor to CEER, Hearing on Connecting Europe Facility (CEF), Panel – “Building from experience: strengths and weaknesses of EU funding”, Brussels, 24 April 2012
- PLUG, Peter, Co-Chair of the Electricity Working Group, Platts Annual Electricity Conference, Keynote speaker: “How electricity policy is evolving in the current climate and what needs to be put in place to achieve a smooth transition to a low carbon generation sector”, Amsterdam, 26-27 April 2012
- de SUZZONI, Patricia, Chair of the Customers and Retail Markets Working Group, European conference on smart energy and sustainable information, “Consumer benefits and acceptance”, Brussels, 3 May 2012
- SCHMOELTZER, Michael, Member of the Gas Working Group, The European Gas Storage Forum 2012, “New EU gas regulations and their impact on energy trading”, Berlin, 3-4 May 2012
- de SUZZONI, Patricia, Chair of the Customers and Retail Markets Working Group, Smart Energy and Sustainable ICT Conference, “Consumer benefits and Public Acceptance: what benefits does the smart grid bring for end-users, be it citizens, SMEs, local authorities etc. How to improve public awareness and acceptance?”, Brussels, 3-4 May 2012
- BOLTZ, Walter, CEER Vice-President and Chair of the Gas Working Group, The State of the Union, “Implementation of Security of Supply”, Florence, 10 May 2012
- CROUCH, Martin, Co-Chair of the Electricity Working Group, 22nd European Electricity Regulation Forum, “CEER and ACER perspectives on Integration of Renewables”, Florence, 22-23 May 2012
- SAAJO, Veli-Pekka, Co-Chair of the Electricity Quality of Supply Task Force, 22nd European Electricity Regulation Forum, “CEER Benchmarking Report on Quality of Supply”, Florence, 22-23 May 2012
- FRIEDL, Werner, Co-Chair of the Electricity Quality of Supply Task Force, Smart Grids Florence workshop, “Status review of regulatory approaches to smart electricity grids”, Florence, 30-31 May 2012
- PREINSTORFER, Dietmar, Member of the International Strategy Group, Joint CEER/EC Conference with regulatory bodies from the Eastern Partnership countries on regulatory convergence, “Regulatory model and market design: the role of energy regulators”, Vienna, 30-31 May 2012
- LIIKANEN, Marielle, Vice-Chair of the Customers and Retail Markets Working Group and Chair of the Retail Market Functioning Task Force, Joint CEER/EC Conference with regulatory bodies from the Eastern Partnership countries on regulatory convergence, “The customer perspective”, Vienna, 30-31 May 2012
- MUETHER, Daniel, Member of the Smart Grids Coordination Group, FSR Summer School EU Law and Energy Policy 2012, “Energy policy and regulatory challenges”, Florence, 18 June 2012
- LIIKANEN, Marielle, Vice-Chair of the Customers and Retail Markets Working Group and Chair of the Retail Market Functioning Task Force, European Energy Conference, “The European energy market: infrastructures and interconnections, regulation and control, cost of energy bills, consumer rights and solidarity for disadvantaged families”, Brussels, 20 June 2012
- KOLLAU, Michaela, Co-Chair of the Sustainable Development Task Force, Sustainability Week 2012, “The impact of wholesale market and system operation arrangements on Renewable Energy Support – case studies from Europe, Australia and New England (USA)”, Brussels, 20 June 2012
- SAMANIEGO, Maria José, Member of the Electricity Working Group, Capacity Mechanism conference, “EU or National Issue?”, Brussels, 11 July 2012
- Van EVERCOOREN, Dirk, Chair of the Customer Empowerment Task Force, RE-DISS final conference, “Concluding remarks”, Brussels, 12 September 2012

- PREINSTORFER, Dietmar, Member of the International Strategy Group, Euronest Parliamentary Assembly Committee on Energy Security Seminar, "The way forward: prospects of the energy cooperation under the Eastern Partnership", Brussels, 19 September 2012
- SHORTALL, Una, CEER Deputy Secretary General, Eurogas Balkan workshop on customer issues, "CEER Customer Vision", Sofia, 19 September 2012
- FRIEDL, Werner, Co-Chair of the Electricity Quality Supply Task Force, EDSO-Eurelectric conference, Panel: "Market model for smart grids", Frankfurt, 21 September 2012
- Van LIERE, Menno, Co-Chair of the Gas Storage Task Force, 22nd European Gas Regulatory Forum, "Results of monitoring access rules to storages and action plan for monitoring transparency requirements", Madrid, 2-3 October 2012
- ESNAULT, Benoît, Co-Chair of the Gas Infrastructure and Finance Task Force, 22nd European Gas Regulatory Forum, "Gas Target Model follow-up: work on incremental capacity", Madrid, 2-3 October 2012
- LIIKANEN, Marielle, Vice-Chair of the Customers and Retail Markets Working Group and Chair of Retail Market Functioning Task Force, GEODE workshop, "CEER work and views on the retail market", Stockholm, 5 October 2012
- HALLDEARN, David, Senior policy advisor to CEER, Study visit of the Chinese State Electricity Regulatory Commission (SERC) to the Council of European Energy Regulators (CEER), "ICER - meeting global challenges", Brussels, 9 October 2012
- LE TELLIER, Aude, Member of the International Strategy Group, Study visit of the Chinese State Electricity Regulatory Commission (SERC) to the Council of European Energy Regulators (CEER), "Roles and competencies of EU energy regulators in the internal energy market", Brussels, 9 October 2012
- MAYER, Johannes, Chair of the Unbundling and Reporting Task Force, Study visit of the Chinese State Electricity Regulatory Commission (SERC) to the Council of European Energy Regulators (CEER), "Unbundling", Brussels, 9 October 2012
- SHORTALL, Una, CEER Deputy Secretary General, Study visit of the Chinese State Electricity Regulatory Commission (SERC) to the Council of European Energy Regulators (CEER), "CEER's role in regulatory cooperation at EU and international level", Brussels, 9 October 2012
- de SUZZONI, Patricia, Chair of the Customer and Retail Markets Working Group, Rencontre débat "La regulation", "Le rôle et la coopération des régulateurs nationaux et régionaux dans le cadre européen", Namur, 12 October 2012
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- de SUZZONI, Patricia, Chair of the Customers and Retail Markets Working Group, 5th Citizens Energy Forum, Panel: "Building a consumer-centred vision of the retail market", London, 13-14 November 2012
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- VILLA, Ferruccio, Member of the Electricity Quality of Supply Task Force, "Workshop on the quality of gas supply in Italy", Vienna, 14 November 2012
- LE TELLIER, Aude, Member of the International Strategy Group, 2012 Forum of the ECOWAS Regional Electricity Regulatory Authority, "Electricity sector reforms: The experience of European regulators", Dakar, 20-21 November 2012
- de SUZZONI, Patricia, Chair of the Customers and Retail Markets Working Group, International Conference "Russian Energy Market: the Present and the Future", "The European perspective on retail market reforms - customer empowerment and protection of vulnerable consumers", Moscow, 5 December 2012
- KEYSERLINGK, Konrad, Member of the Gas Working Group, UNECE Gas Centre Task Force Group on Gas market and regulation, "A conceptual model for European gas markets", Brussels, 11 December 2012

Appendix V – CEER Members

Austria	Energy-Control Ltd (E-Control)
Belgium	Commission for the Regulation of Electricity and Gas (CREG)
Bulgaria	State Energy & Water Regulatory Commission (SEWRC)
Cyprus	Cyprus Energy Regulatory Authority (CERA)
Czech Republic	Energy Regulatory Office (ERU)
Denmark	Danish Energy Regulatory Authority (DERA)
Estonia	Estonian Competition Authority (ECA)
Finland	Energy Market Authority (EMV)
France	Commission for the Regulation of Energy (CRE)
Germany	Federal Network Agency for Electricity, Gas, Telecommunications, Posts and Railways (BNetzA)
Greece	Regulatory Authority for Energy (RAE)
Hungary	Hungarian Energy Office (HEO)
Iceland	National Energy Authority (Orkustofnun)
Ireland	Commission for Energy Regulation (CER)
Italy	Italian Regulatory Authority for Electricity and Gas (AEEG)
Latvia	Public Utilities Commission (PUC)
Lithuania	National Control Commission for Prices and Energy (NCC)
Luxembourg	Luxembourg Institute of Regulation (ILR)
Malta	Malta Resources Authority (MRA)
The Netherlands	Dutch Office of Energy Regulation (NMa)
Norway	Norwegian Water Resources & Energy Directorate (NVE)
Poland	Energy Regulatory Office (ERO)
Portugal	Energy Services Regulatory Authority (ERSE)
Romania	Romanian Energy Regulatory Authority (ANRE)
Slovak Republic	Regulatory Office for Network Industries (URSO)
Slovenia	Energy Agency of the Republic of Slovenia (AGEN)
Spain	The National Energy Commission (CNE)
Sweden	Energy Markets Inspectorate (EI)
United Kingdom	Office of Gas and Electricity Markets (Ofgem)

CEER Observers

Swiss Confederation	Federal Electricity Commission (ElCom)
Former Yugoslav Republic of Macedonia	Energy Regulatory Commission of the Republic of Macedonia (ERC)

How to contact the Council of European Energy Regulators

The CEER Secretariat is headed up by Ms Natalie McCoy (Secretary General).

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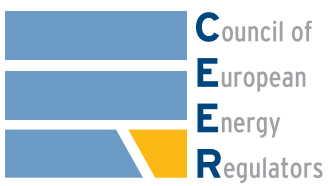
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