

2013 Annual Report



CEER

**Council of European
Energy Regulators**



2013 Annual Report of the Council of European Energy Regulators

This report provides highlights of the activities of the Council of European Energy Regulators (CEER) for the period 1 January 2013 to 31 December 2013.

Who is CEER?

CEER is the voice of Europe's national energy regulatory authorities (NRAs). Its members and observers, from 32 European countries (the EU-28, Iceland, Norway, Switzerland, FYROM), are the independent statutory bodies responsible for energy regulation at national level.

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

CEER is a platform for Europe's national regulators to cooperate at European level and to speak with one voice globally.

How is CEER's work relevant?

CEER actively promotes an investment friendly, harmonised regulatory environment and the consistent application of existing EU legislation. A key objective of CEER is to facilitate the creation of a single, competitive, efficient and sustainable Internal Energy Market that works in the public interest. CEER's technical advice and recommendations often input directly to work of the European Commission and subsequent EU legislative proposals on issues such as energy efficiency, consumer rights, infrastructure investment and renewables.

The right regulatory framework is essential to encourage investment, facilitate innovation and to build trust and confidence in the market. CEER's work in shaping the energy regulatory framework and policy for future energy markets to thrive is important not only in its own right but also because energy plays a pivotal role in the growth, competitiveness and sustainability of the European economy as a whole.

Further information, including policy documents, reports, infographics, videos and much more, can be found on our website www.ceer.eu

Table Of Contents

1	President's statement	4
2	Bringing the Internal Energy Market home	7
3	A valued partner to the EU Institutions	8
4	Contributing significantly to the renewables debate in Europe	9
5	Putting consumers at the heart of EU energy policy	10
6	Towards smarter grids, smarter consumers, and smarter energy markets	12
7	Making an impact globally	14
8	Branding and Communications	15
9	Stakeholder Engagement	16
10	People	19
Appendix I	– CEER 2013 documents	21
Appendix II	– Presentations by the European energy regulators	22
Appendix III	– Membership of CEER	26

I should like first to welcome our newest member, HERA, the regulatory authority of Croatia. Currently representing the national energy regulators of 32 countries, CEER has grown not only in geographical scope but also in terms of activities and reputation since our creation in the year 2000.

Our pioneering approach

CEER has long been a pioneer. 13 years ago we created CEER as a way of facilitating the sharing of best practice among NRAs. A key advantage of CEER's longevity is our ability both to lead and embrace change. With the establishment of the Agency for the Cooperation of Energy Regulators (ACER), we have an enhanced capability to work alongside the EU Institutions. Each year we dedicate significant resources to a range of initiatives (both our own and Commission-led) so that the right regulatory framework develops. This year, for example, we contributed significantly to the EU policy debate on renewables, not only providing expertise but also providing data on the cost to consumers of different national support schemes.

Several of our earlier recommendations are already taking shape – nowhere is this more evident than with the EU-wide framework for wholesale energy market integrity and transparency. It was CEER who in 2010 carried out an innovative pilot on market transparency which directly led to (REMIT) legislation that aims to prevent market abuse in wholesale energy markets. Strides are also being made with the EU Gas Target Model that CEER presented to the Madrid Forum in 2012. This year we delivered a blueprint on how new build gas capacity at existing interconnection points can be integrated into an EU-wide market-based approach. The 2020 Customer Vision developed in 2012 with BEUC, the EU consumer body, is also now moving into its implementation phase.

The widespread support that our Energy Customer Vision has gained (from no less than 16 supporters plus the European Commission), testifies that the 4 so called “RASP principles” on which it is based (reliability, affordability, simplicity, protection & empowerment) are a touchstone for the Internal Energy Market.

We appreciate the kind tributes to our customer work by Commissioners Borg and Oettinger during our 2013 Annual Conference, and that the relationship between energy regulators and consumer bodies was showcased at the European Commission's 2013 Consumer Agenda Summit as good practice for other sectors to follow.

CEER places considerable emphasis on customer empowerment so as to enable consumers to become more active in the market. This is why we created a dedicated customer section of the CEER website, which is packed with interactive tools that show how energy markets work, a map of national consumer contacts and a host of information on energy customer rights. We note that the European Commission has similar intentions to launch web-based guidance on consumer rights and points of contacts. Our customer focus is the reason why CEER extensively monitors customer rights in Member States, for example in the joint ACER-CEER annual market monitoring report. We also examine complaint handling and smart meter rollouts in Europe.

Architecture of evolving energy markets – smarter, more flexibility, prosumers

Energy markets are changing. Electricity consumption patterns are shifting with the penetration of electric cars and the change in many countries to electric heating. Growth in less predictable renewable generation means that flexible response will be an essential part of the markets of the future. We make the case for demand-side flexibility (for electricity) being enabled through the market in our (November 2013) CEER consultation paper.

Smart meters and smart grids will facilitate greater demand-side participation. Customers will be much more engaged in energy markets than they are today. The introduction of smartness will also facilitate customer load management. We expect to see a changing role for Distribution System Operators (DSOs) and aggregators coming into market. Small consumers are potentially energy generators – solar; wind; micro CHP, etc. Consumers can become 'prosumers', producing as well as consuming energy. Hence, CEER is working to make sure that the consumer voice is clearly heard. To this end, CEER is committed to a wide range of actions (in our 2014 Work Programme) which are directed at:

- Working to ensure the single European market works in the interests of customers
- Ensuring smart meters deliver benefits for customers
- Enhancing the role that consumer bodies play in the regulatory process
- Improving consumer information, and ensuring that consumers' own information is properly protected
- Seeking to identify and remove barriers to the provision of demand response and energy efficiency services

A bright future

Our public consultations and workshops (which are free of charge) seek to facilitate an open and inclusive dialogue and exchange of ideas on key EU energy regulatory issues. We intend to play a significant role in working with ACER on their initiative to build the bridge for Europe's future energy markets until the year 2025.

Like any good construction project, the foundations are essential, including for our own members. CEER will continue to concentrate on enhancing the capability of Europe's NRAs to fulfil effectively their individual national and European responsibilities for achieving a competitive, sustainable and secure energy market in Europe. Good regulatory practices, consumers and developing our international relations with regulators across Europe and globally will remain key priorities for 2014 together with a promise to develop work on a new area which we believe will have significant impact on the regulation of the energy sector in the years to come: the future role of DSOs.

CEER will continue to carry out innovative pilots, to engage and lead stakeholders in dialogue on the future regulatory framework which serves the public interest.

Finally a special word of thanks to our dedicated Secretary General, Natalie McCoy, who in 2013 played the leading role in moving CEER to its new office premises. These new offices will, we hope, become the HQ for the European Energy Regulators. We are pleased to continue to host ACER's Brussels liaison office, thus contributing to its presence, visibility and engagement with stakeholders on the Brussels scene. Our new offices will also allow CEER to spread its wings even further. Our fresh and dynamic new logo is just the first step!



Lord Mogg
CEER President

CEER

Council of European
Energy Regulators



22 JANUARY 2014



Bringing the EU Internal Energy Market home to consumers

ACADÉMIE ROYALE
PALAIS DES ACADÉMIES
RUE DUCALE 1
1000 BRUXELLES

Fostering energy markets,
empowering **consumers**.

WWW.CEER.EU



Bringing the Internal Energy Market home

European energy regulators have for several years taken initiatives to foster the integration of national markets so as to realise an EU Internal Energy Market (IEM).

Indeed, progress and prospects for the EU's three energy goals (competitiveness, sustainability and security of supply) was the theme of the CEER 2013 annual conference. A distinguishing priority for CEER is our belief that the IEM should deliver benefits for consumers (the theme of our 2014 annual conference). We devote considerable resources to putting consumers at the heart of EU energy policy and making forward-thinking recommendations so that the Internal Energy Market delivers benefits for Europe's consumers and enables businesses to thrive.

CEER is at the forefront of efforts to protect and empower energy customers, championing the development of competitive energy markets in the public interest, with sound and independent regulation.

Building on our 2020 vision for Europe's energy customers and our dedicated action plan aimed at putting consumers at the heart of Europe's IEM, we have developed a suite of reports tackling issues to improve the customer's experience in energy markets.

Lighting the way for Europe's energy future

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.

Regulators are also interested in progressing other areas including LNG and gas storage; incremental capacity; quality of supply; compliance with 3rd Package obligations; through our status reviews, advice and voluntary guidelines of good practice.

Key achievements in 2013

- In 2013, ACER and CEER published the second edition of their joint annual market monitoring report. The report continues to assess the implementation of the 3rd Package, including the completion of and remaining barriers to the IEM. The findings of the report were presented at a joint public event in Brussels on 28 November 2013.
- At the request of the European Commission at the October 2012 Madrid Forum, CEER dedicated significant resources to the issue of incremental gas capacity (before handing it over to ACER). CEER successfully produced its Blueprint on Incremental Capacity, and held a joint public workshop with ACER on the subject in June so that this element of the Gas Target Model can be taken forward.
- In 2013, CEER carried out work on LNG. We published a Status Review which evaluates access regimes at LNG terminals in the EU. In addition, we monitored and reported on the implementation of transparency requirements in national systems, through the LNG transparency template developed by Gas LNG Europe (GLE).
- Following the low European gas storage levels at the end 2012/early 2013, CEER initiated a project on the stock levels of gas storage in Europe, in an effort to better understand why shippers' behaviour has changed, if it was a temporary issue, and if any further action is needed. CEER published an interim report and presented its initial findings to the 24th Madrid Forum (in October 2013).
- CEER published a memo outlining key regulatory aspects to conditions for investments in electricity and gas networks, including issues such as the rate of return, the determination of the regulatory asset base (RAB) and the depreciation of assets in the different regulatory regimes.

What's next?

- Our interim findings on changing storage usage and the effects on security of supply were published as an interim report so as to continue the dialogue with stakeholders whilst shaping an action plan for the Madrid Forum in Spring 2014.
- In 2014, we will consider further the future of our energy markets and input from our areas of focus into ACER's strategic thinking on the 2025 energy market horizon, including on issues such as the changing role of Distribution System Operators taking into account smart grids and smart metering, renewables and prosumer issues.

A valued partner to the EU Institutions

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

CEER shares with the EU Institutions a common goal - the creation of a competitive, sustainable and secure EU energy market, that can help generate smart, sustainable and inclusive growth in the EU economy.

CEER works closely with one EU Institution in particular, the Agency for the Cooperation of Energy Regulators (ACER). Both ACER and CEER are bodies through which national energy regulators cooperate. ACER's work focuses on issues that are mandated by legislation whereas CEER's areas of interest (and indeed geographical scope) are much broader. CEER deals with issues such as international regulatory cooperation, customer empowerment, retail markets and sustainability issues which very much complement ACER's work.

This year we further improved our mechanism for analysing and responding to new EU energy policies and initiatives, thereby capitalising further on CEER's ability to react quickly to upcoming issues.

CEER developed policy positions on a range of topics, ran public consultations, organised a series of public events and responded to others' consultations, thus making valuable contributions to shaping future energy markets.

We also contributed expertise to several working groups of the European Commission including DG ENER's Smart Grids Tasks Forces and held technical sessions with DG SANCO.

We provided advice and recommendations to the European Commission on a number of technical and policy areas including on the 2030 framework for climate and energy policy; capacity mechanisms; the Commission's Communication on Completion of the Internal Energy Market; etc.

"I am delighted that this [CEER 2013 annual] conference puts the spotlight on regulators as facilitators, ensuring consumers get a good deal, helping to drive investment, supporting international collaboration and partnership.

When I call CEER the "veteran" of regulators, this has a very positive notion! Established in the year 2000, you gather unique experience and offer invaluable input to the political work of the European Commission. I very much appreciate your cooperation.

Let me therefore congratulate you on all the work you have done to raise the consumer dimension of the internal energy market."

Opening remarks of EU Energy Commissioner, Mr Oettinger, at the CEER 2013 Annual Conference

Key achievements in 2013

- Public recognition by two EU Commissioners of our valuable contribution to the European Commission's work.



EU Energy Commissioner, Mr Oettinger, CEER President, Lord Mogg, and EU Health and Consumer Commissioner, Mr Borg, at the CEER 2013 Annual conference

- We presented on a range of gas, electricity and citizens' energy issues at the European Commission's 2013 EU Regulatory fora (Madrid, Florence and London).
- CEER's joint advocacy efforts (with 9 other energy stakeholder bodies) to combat VAT fraud in energy markets contributed to the Irish Presidency adopting legislation. This has been a collective effort by energy stakeholders dating back to 2010 when CEER first presented a joint statement on behalf of the group to the Florence Forum. Our objective was to bring interested stakeholders together, in an effort to raise awareness among EU policy makers of the very real threat of VAT fraud in electricity and gas markets.
- CEER worked closely with ACER including hosting two joint events, publishing the joint ACER-CEER Market Monitoring Report on the Internal Energy Market and further developing elements of the EU Gas Target Model.
- CEER continued its monitoring activities in relation to Member States' (legal and practical) implementation of the customer and retail market provisions of the 3rd Package, most notably the unbundling of Distribution System Operators (DSOs) across Europe.

What's next?

CEER will continue its analysis of and reaction to initiatives from the European Commission which impact energy markets, in particular the 2030 framework for climate and energy policies. We will provide input to the Commission's vision for DSOs and retail issues in Spring 2014, as well as aid DG SANCO in their next in-depth study on energy markets, and provide CEER experts for DG ENER's Smart Grids Task Force.



Contributing significantly to the renewables debate in Europe

With the European Commission's Communication on Renewables (June 2012) and subsequent guidance on Renewable Energy Sources (RES), its Communication on public interventions in the electricity markets (November 2013) and the Council's decision on renewables (December 2012), RES was a hot political topic throughout 2013. Main areas of action identified by the EU Institutions included:

- the integration of renewables into the Internal Energy Market
- greater consistency of support schemes across Member States
- increased use of cooperation mechanisms
- how to guard against the risk of unnecessary market distortions

CEER has contributed significantly to the renewables policy debate.

Key achievements in 2013

- Our report on RES Support Schemes provides unbiased facts and figures including data on the cost of support schemes (feed-in-tariffs, certificates, etc.); RES volumes receiving support; and the total costs (and support level per technology) of RES support schemes across Europe.



Panellists at the CEER workshop on delivering 2020 targets cost efficiently during Sustainable Energy Week 2013

- We facilitated dialogue with wider stakeholders through a dedicated session on RES at our Annual Conference in January 2013 (at which our RES report was presented). This fact-based report and discussion was particularly timely as the Commission prepared its guidance on improving supports schemes.
- Our well-attended CEER workshop **Delivering 2020 Targets Cost-Effectively** during Sustainable Energy Week in June also provided an opportunity for stakeholders to discuss the then recently published Commission guidance on capacity mechanisms.
- CEER provided further expertise both through our position paper on the Communication on the Internal Energy Market (May 2013), and our formal responses to two European Commission consultations, one on the Commission's guidance on capacity mechanisms, and the other on the Commission's Green Paper for a 2030 framework for climate and energy policy. CEER believes that achieving the IEM can help to deliver the 2030 objectives and that a stable policy framework to 2030 will assist more efficient investment.

Of the 19 countries who provided data, RES-supported electricity accounts for on average 8% of the gross electricity generation in 2010 and 9% of final electricity consumption.

Source: CEER Status Review on renewable and energy efficiency support schemes in Europe

Main findings of CEER's Status Review on RES Support Schemes in Europe:

- National support schemes differ significantly in terms of the costs to consumers
- Volumes of RES are increasing
- RES can have important impacts on market prices
- RES should be in the market. Europe needs to move in this direction by adapting the market and policies so as to integrate RES into the IEM
- Stability and level of support matters more than type of support for investment
- RES support raises questions for market design, including capacity mechanisms in Member States

What's next?

- Growth in unpredictable renewable generation means that flexible response must be an essential part of the future market. CEER will continue to work towards the proper integration of renewables in Europe such as through flexibility tools (including demand side management and storage). This CEER work will complement ongoing work by ENTSO-E and ACER on implementing Europe-wide continuous intraday trading and on the electricity balancing and demand connection network codes being developed.

Putting consumers at the heart of EU energy policy

CEER champions energy consumers' interests because Europe's national energy regulatory authorities (NRAs) have a duty to protect consumers. Smart grids, smart meters and an increased penetration of distributed generation also impact on consumers and the role of regulators in protecting consumers interests.

Implementing the Customer Vision

CEER believes that consumers have a central (and evolving) role to play in energy markets to ensure that they function effectively. Recognising that consumers will be more heavily engaged in markets in the future, CEER is working hard now to ensure that their voice is heard in the changing energy markets.

CEER together with BEUC, the EU consumer body, developed in November 2012 "A 2020 vision for Europe's Energy Customers".

Our 2020 Energy Customer Vision is characterized by four fundamental principles: reliability, affordability, simplicity, protection and empowerment.

As soon as the Vision was articulated, it gained widespread support. Now the focus is on implementation and this requires a common effort by all market participants. As actions speak louder than words, CEER decided to lead by example, setting for itself a three-year rolling action plan to aid achievement of the 2020 Vision for energy customers. Our approach recognises that the Vision is not static - it must evolve to meet developing challenges. We also look to others to play their part in implementing the vision.

Key achievements in 2013:

- The CEER-BEUC Vision has won widespread support including from the European Commission and energy stakeholders: ANEC, CECODHAS, CEDEC, Cooperatives Europe, EDSO for Smart Grids, ENTSO-E, ENTSOG, ESMIG, EURELECTRIC, Eurogas, GEODE, IGU, NEON, SEDC, UEAPME and EuroCoop.

16 EU energy stakeholders support the CEER-BEUC 2020 Energy Customer Vision

- The CEER 2013 customer conference marked a major step on the path towards implementing the 2020 Energy Customer Vision. Six supporters of the Vision presented testimonials on how they are working to achieve the 2020 Vision's goals.
- The Vision also helped shape the programme for the European Commission's 2013 Citizens' Energy Forum, where the focus was solidly placed on consumer experiences and involving citizens in the Internal Energy Market.
- CEER analysed how national regulators and consumer organisations collaborate with the aim of providing a clearer picture of the current level of involvement of consumer representatives in the decision-making process at national level. 20 members of BEUC (the European consumers' association) from 16 countries also inputted into this research.
- At the European Commission's 2013 Consumer Summit (18-19 March), the Commission highlighted energy regulators as an example for other sectors to follow.

"The Commission fully acknowledges the impressive track record of the European Energy Regulators, in particular as regards consumer issues...."

"[CEER's] keen interest in consumer affairs serves as a very good model which regulators in other sectors would be wise to follow."

Opening remarks of the then EU Commissioner for Health and Consumers, Mr Borg, at the CEER 2013 Annual Conference, January 2013.

Fostering energy markets, empowering consumers.

2020 CUSTOMER VISION
for Europe's energy consumers

- Reliability
- Affordability
- Simplicity
- Protection & Empowerment

REGULATORS

Overseeing markets, protecting consumers

WORKING TOGETHER

- EU Institutions
- Market actors
- Consumers
- London Forum



ENERGY RIGHTS

- Universal service
- Customer information
- Supplier switching
- Complaint handling
- Protection of vulnerable customers
- Customer rights

CEER ACTIONS

- Monitoring & enabling markets
- Forward thinking recommendations
- Dialogue with consumers (consultations & events)

Making energy easy for consumers. Visit www.ceer.eu



Interactive games
Infographics
Publications
Map of national contacts

@CEERenergy
 brussels@ceer.eu

What's next?

- Consumers (the demand side of the market) will be a core part of CEER's work in 2014.
- We remain committed to bringing energy regulation issues closer to consumers, particularly through the dedicated customers section of our website which explains consumers' rights and simplifies the complex world of energy using games and interactive customer-friendly tools. All our technical reports contain a consumer section which explains the relevance of the topics for consumers and each report is also accompanied by a Citizens' Q&A memo which uses non-technical language.
- We will continue our dialogue with consumers including through public consultations, workshops and our (annual) customer conference. The latter is a unique opportunity for consumer bodies to discuss key energy issues with representatives of the EU Institutions, regulators and energy industry.
- In our continuing efforts to reach out to national consumer bodies, CEER will formulate advice on how to enhance the role that consumer bodies play in the regulatory process.
- We will review progress towards implementing the CEER-BEUC 2020 Energy Customer Vision.

Towards smarter grids, smarter consumers, and smarter energy markets

In our belief that a strong and smart grid is an important element of a properly functioning market, regulators act as advocates and facilitators of smart grids. Making energy markets smarter not only implies improving the capacity and flexibility of grids, it also implies electricity and gas markets becoming more flexible e.g. through more RES integration, the development of new storage technologies, redefining the role of DSOs so that they become more active operators, and a more active demand-side response as consumers become prosumers.

The increasing proliferation of small generation units and of volatile renewable energy makes it necessary to reinforce the future grids. Smart grids are an evolution of the conventional/traditional grids and with technical devices (e.g. communication) and organisational arrangements, greater use of the existing grid should be possible.

The organisational arrangements of the grid are of particular importance and relevance to customers as they will be able to become increasingly involved in the system. For example, through the use of smart tools and the use of information/data (e.g. from smart meters) customers could manage their electricity consumption more actively, which could lead to lower costs for and, ultimately, lower energy bills.

The 2009 “3rd Package” of energy laws establishes the introduction of smart metering systems with the aim firstly to promote energy efficiency and demand-side management measures; and secondly to assist the active participation of customers in the market. EU Member States had until September 2012 to carry out a (non-mandatory) cost-benefit analysis (CBA) of the roll-out of electricity smart meters (there is no deadline set for gas).

CEER believes that smart metering (if rolled out properly in line with regulators’ recommendations) coupled with smart regulation and services (such as time-of-use tariffs, shortened supplier switching processes, and energy savings advice and making sure customers are well informed about smart metering) has the potential to greatly empower consumers:

- Consumers should receive bills based on accurate (instead of estimated) consumption on a frequent basis;
- Consumers will be able to take control of their energy consumption behaviour more easily than in the past;
- Faster switching processes will allow consumers to switch supplier more easily.

15 countries are rolling out or plan to roll out electricity smart meters,

2 countries have completed full (100%) roll out and,

1 has rolled out to an 80% target.

1 country (Italy) is rolling out gas smart meters, and

7 more countries plan to roll out, all of them with a target of 95% or more.

Source: CEER Status Review of regulatory aspects of smart metering

Key achievements in 2013:

- In 2013, CEER reviewed which EU Member States are rolling out smart metering and whether they are applying regulators’ (2011) recommendations on smart metering. We have found that regulators’ recommendations are generally applied, but the status of the roll-out of smart meters varies significantly from one country to another.
- CEER published a number of fact-based reports including a Status Review on the unbundling of Distribution System Operators (DSOs) in April 2013; a Status Review on European regulatory approaches enabling smart grids solutions (“smart regulation”); a Status Review of the regulatory aspects of smart metering; a public consultation on regulating the quality of distribution services; a public consultation paper (and event) on demand side flexibility; and an analysis of customer access to the cost and sources of energy and efficiency schemes.
- We were fully involved in the European Commission’s Smart Grids Task Force. We also collaborate with the European standardisations bodies (CEN, CENELEC and ETSI).

What’s next?

- DSOs will be a major focus for us in 2014. Through a new dedicated internal group, we will examine the changing role of DSOs, including their regulatory treatment, how to facilitate innovation and how to manage ancillary services.
- We will issue our advice on how data management should be developed in the current and future markets with and without smart metering systems.
- We will map the potential of demand response and energy efficiency in Europe.



“CEER’s objective is to facilitate innovation using technology to simplify rather than complicate the consumer experience.”

Valeria Termini and Garrett Blaney,
co-chairs of the CEER DSO group

Extending the Community's energy acquis to EU neighbours

In 2013, CEER welcomed HERA, the energy regulatory authority of Croatia, as its newest member. CEER now represents the energy NRAs of the EU-28, Norway, Iceland, Switzerland and FYROM.

CEER has positioned itself as an important player in the external dimension of Europe's energy policy. 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 of strategic interest to the EU's external energy policy.

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. In 2013 CEER welcomed delegations from Africa, Japan and South Korea, as well as from the International Energy Agency.

The International Confederation of Energy Regulators (ICER) is a strong and permanent pillar in CEER's global work, allowing CEER to maintain close relations with fellow regional associations of regulators.

ICER is chaired by CEER's President Lord Mogg. CEER chairs the ICER Technology Change working group and the ICER Women in Energy initiative.



Key achievements in 2013:

- In February, CEER held its fourth annual roundtable with ARIAE (the Latin American regulators) in Mexico.
- The yearly EU-US Regulators' Roundtable took place in April in The Netherlands.



EU-US roundtable in The Hague, April 2013

- CEER held its second international workshop with regulators and authorities from the Eastern Partnership countries in June in Georgia.
- CEER participated in a G20 Roundtable in Kazan in June (where a joint Regulators' Statement on "Sound Regulation and Promoting Investments in Energy Infrastructure" was agreed). The importance of energy regulation was included in the G20 Leaders Declaration.
- A joint CEER-ECRB-ERRA Workshop on customer related issues took place in Vienna in October.
- CEER launched (along with 11 other regional associations) the ICER Women in Energy initiative in October 2013. It aims to help the career development of women in NRAs through practical tools like mentoring and training webinars, women's networking events and by seeking to change culture and attitudes.
- The first joint CEER-MEDREG regulatory roundtable took place in November in France.

What's next?

- CEER is planning a third EaP event again with the support of the European Commission in 2014.
- CEER will continue to be actively involved in ICER taking a leading role on several issues.
- CEER will promote the ICER Women in Energy initiative by taking the ICER 20% female speaker challenge at our 2014 conference.
- CEER will contribute to preparations for the 6th World Forum in Energy Regulation in Turkey in May 2015.
- We will provide input to a major study that the International Energy Agency (IEA) is undertaking on European energy and climate policies.



New CEER logo



This year we refreshed our logo and developed a tagline to capture the essence of what CEER stands for, namely fostering energy markets and empowering consumers. The flames in the logo represent gas, the light bulb electricity and when combined the image is a figure which represents active consumers. We hope that our new logo reflects our efforts over the past years to place consumers at the heart of EU energy policy; being customer-focused not only in our work activities but also in our advocacy so that Europe's energy market will truly deliver for consumers.

Explaining the energy world simply

We endeavour to constantly improve the way in which we communicate and engage with stakeholders.

In addition to our position papers, we publish many fact-based reports.

The CEER website is our main channel of communication both internally and externally. It contains our reports and position papers, videos, photos, newsletters, media releases, public consultations, work programme, event presentations, infographics and interactive tools.

An interactive map of Europe can help you find your national points of contact for energy customer issues.

 **983** Twitter followers

Our Twitter account offers timely nuggets of information to journalists and energy stakeholders and is proving to be an effective means of engaging the broader community in conversations on key energy issues.

Key Achievements in 2013:

- All technical reports now contain a customer section explaining the relevance of the topic to consumers.
- Reports are accompanied by a Citizen Q&A memo, drafted in a non-technical way.
- The dedicated energy customer section of the website is packed with information presented in simple, visual and interactive ways.
- We continue to produce easy-to-read brochures, factsheets and infographics.



Our brochures



Consulting on our priorities for 2014

Following the appreciation expressed by stakeholders in previous years for our public consultations on our work programme, CEER repeated the exercise for the 2014 work programme. The purpose was to solicit valuable feedback from stakeholders on our proposed work priorities for the year ahead.

Highlights from our 2013 Events

CEER events are also an important means of engaging in dialogue with stakeholders. This is particularly true for resource constrained consumer bodies who have repeatedly informed us that they find it easier to advocate their position at an event than to respond in writing to public consultations.



Participants of the CEER Customer Conference 2013

CEER held two major conferences (our Annual Conference and our dedicated Customer Conference) and nine other events either on its own or jointly with partners. In addition, we had some closed technical meetings with the European Commission on issues such as green offers.

In addition to our own events, our members provide regulatory expertise to energy policy debates not only at EU level but also at national level. Presentations given by our regulators in 2013 at external events can be found in the Appendices to this report.

29 January 2013, Brussels



Networking at CEER Annual Conference 2013

The **CEER 2013 Annual Conference**, in the Musée du Cinquantenaire, had an impressive lineup of European speakers.

CEER was honoured to have opening remarks by two EU Commissioners: Energy Commissioner, Mr Oettinger; EU Commissioner for Health and Consumers, Mr Borg; the Energy Attaché of the Irish Presidency; and MEP Krišjānis Kariņš. The theme of the conference was “competitive, sustainable and secure energy – progress and prospects”.

CEER's report on Renewables and Energy Efficiency Support Schemes was officially launched at this event in an effort to help inform the European Commission's review of RES support schemes as they prepared their best practice guidance.

Calling CEER a “veteran of regulators”, EU Energy Commissioner Oettinger acknowledged that CEER “offers invaluable input to the political work of the European Commission” and Commissioner Borg announced that he would showcase the energy regulators as a good example for other sectors.

For a short video of the CEER 2013 Conference highlights, links to presentations and speeches visit our website www.ceer.eu.



Q&A session at the CEER Annual Conference 2013

8-9 April 2013, The Hague 10th EU-US Regulatory Roundtable

Shale gas, cyber security, market monitoring, consumers, data management challenges and unbundling were the main focus of our discussions with fellow regulators from the United States: the National Association of Regulatory Utility Commissioners (NARUC) and the Federal Energy Regulatory Commission (FERC).

This event also proved to be a rare opportunity to video interview senior women regulators for a promotional video for the Women in Energy initiative launched by ICER in Autumn 2013.

3 June 2013, Brussels CEER-ACER workshop on gas incremental capacity

This joint workshop provided the platform for a comprehensive discussion of the CEER Blueprint on how new build gas capacity at interconnection points can be integrated into an EU-wide market-based approach. A consultancy report prepared for ACER on the policy options on incremental gas capacity was also presented at this event.

19 June 2013, Brussels CEER 2013 Customer Conference



Participants of the CEER Customer Conference

The 2nd (annual) CEER Customer Conference focused on implementation of the 2020 Vision for Europe's energy customers. There were testimonials on the first steps towards implementing the 2020 Vision and four breakout sessions on the so-called "RASP" principles of our 2020 Energy Customer Vision.

During the event, a further three associations joined the club of supporters of the Vision. As of the end of 2013, the current count is sixteen supporters of the CEER-BEUC Vision.

18-19 June 2013, Tbilisi, Georgia CEER-European Commission workshop of the Eastern Partnership Energy Regulatory Bodies

The theme of this 2nd international workshop with representatives of the European Commission, regulators and authorities of the six Eastern Partnership countries was regulatory tools in support of infrastructure development, interconnection and diversification of supplies. CEER activities in this region have become a permanent pillar in the Eastern Partnership, helping to build stronger relations between Europe and its Eastern Partners every year.

In the context of the EU Sustainable Energy Week, CEER organised two workshops in Brussels.



25 June 2013, Brussels CEER workshop on delivering the 2020 targets cost-effectively

MEP Claude Turmes' keynote speech set the tone for an engaging debate. During the first session on supporting the development and integration of renewables in Europe, regulators presented CEER's fact-based report on renewable energy (RES) support schemes. CEER's view is that harmonising RES support is not a panacea. Instead, it is better to signal a clear 2030 direction with pan-EU harmonisation over time. The second part of the CEER workshop examined what shape the 2030 framework might take with interesting speakers (such as Professor Michael Grubb) discussing the European Commission's Green Paper on a 2030 framework for climate and energy policies.

26 June 2013, Brussels CEER-FSR-CRE workshop on enhancing retail market functioning

CEER organised jointly with the Florence School of Regulation and the French regulator (CRE) a workshop on enhancing retail market functioning. The workshop addressed the challenges of demand response and the organisation of distribution network tasks as tools to enhance the functioning of the retail markets.

7 October, Vienna CEER-ECRB-ERRA workshop on strengthening the role of energy household customers in liberalised markets and during the market building process

This event brought together regulatory authorities to share experiences on energy retail markets in the different regions involved. Besides CEER members, this event attracted the attention of energy regulatory authorities from many non-EU countries (e.g. Bosnia and Herzegovina, Kosovo, Moldova, Turkey, Russia and Ukraine). The European Commission contributed to the discussions on retail markets in Europe.

18 November 2013, Brussels
CEER Workshop on Regulatory and Market Aspects of Demand-Side Flexibility

This interactive workshop (held in our new office premises), was the perfect occasion for CEER to gather views on its public consultation paper on demand-side flexibility.



Small group discussions at the CEER workshop on Demand-Side Flexibility.

19 November 2013, Grasse
MEDREG-CEER Roundtable

Europe's energy regulators held, in Grasse (France), a roundtable with fellow regulators from the Mediterranean.

This high level debate focused on the regulatory challenges in European and Mediterranean energy markets and the requirements for attracting infrastructural investments in the energy sector of the Euro-Mediterranean region.



MEDREG-CEER roundtable in Grasse, November 2013

28 November 2013
ACER-CEER Market Monitoring Report launch event

For the second year running, CEER and ACER held an event to launch their joint Annual Report on the results of monitoring the internal electricity and natural gas markets.



Lord Mogg presenting at the launch event of the ACER-CEER Market Monitoring Report, November 2013

10 People



Lord Mogg, CEER
President

CEER Vice Presidents



Annegret Groebel
(BNetzA)



Walter Boltz
(E-Control)



Valeria Termini,
(AEEG)



Michel Thiollière,
(CRE)



Marek Woszczyk,
(URE)

The CEER Board comprises a President and 5 Vice Presidents.

Honorary Members of CEER

Ms Asta Sihvonen-Punkka, Mr Jorge Vasconcelos, Mr Jean Syrota, Mr Pippo Ranci and Mr Callum McCarthy are honorary members of CEER.



The November 2013 General Assembly meeting

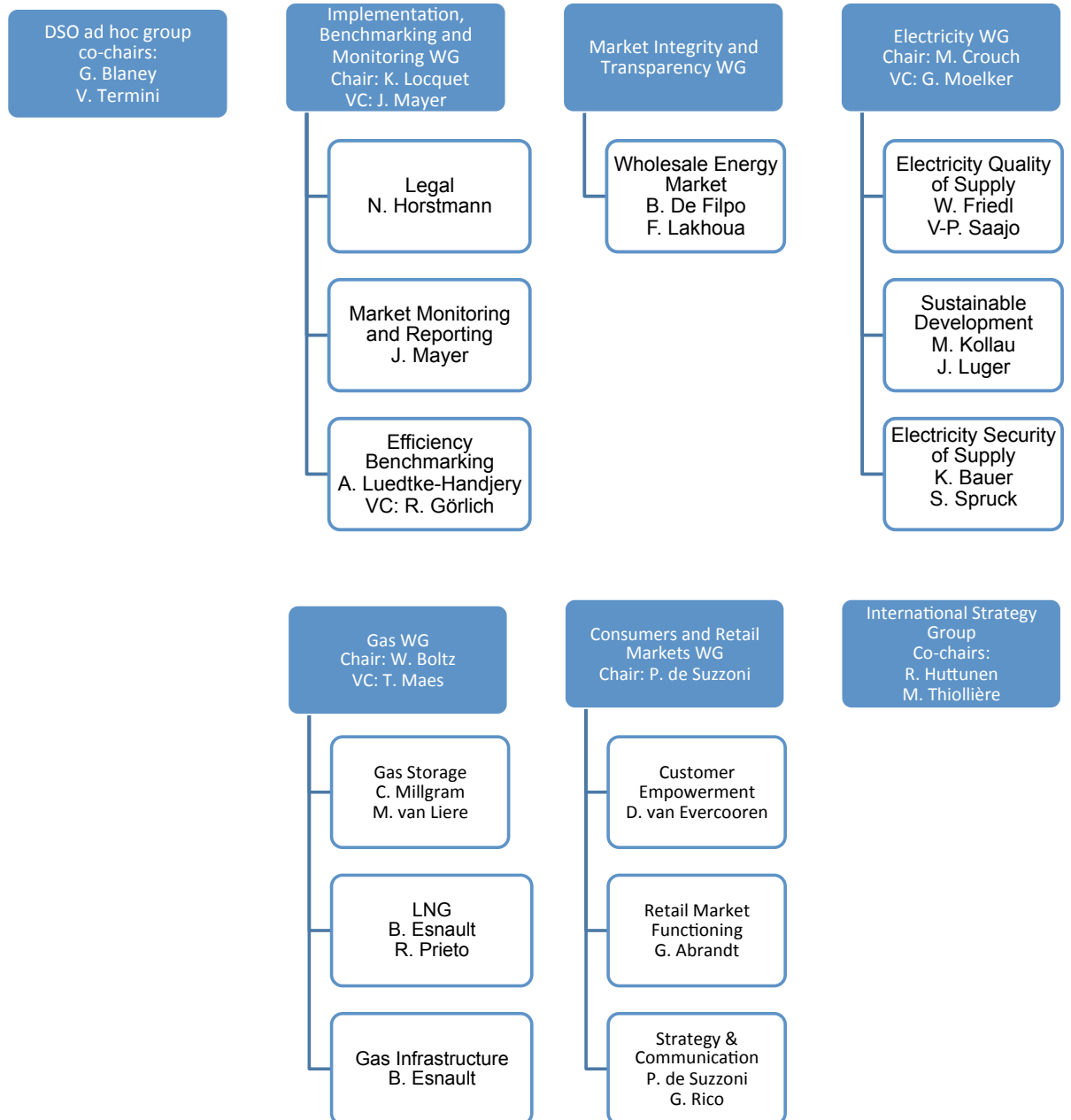
The General Assembly is made up of the heads (or their high level representatives) of the national energy regulatory authorities. The General Assembly meets 10 times per year.

The CEER Secretariat

CEER has a small Secretariat of 7 persons, based in Brussels. It is headed up by Ms Natalie McCoy, the CEER Secretary General

CEER WG and Task Force Chairs

The CEER Working Groups and Task Forces are chaired by NRA staff. We thank the Chairs and Vice Chairs for leading these groups.



In May 2013, CEER created an EU Policy Unit (EPU) which is chaired by D. Muether.

Prior to October 2013, the MIT working group was chaired by J. Braz.

In November 2013, CEER established a new ad hoc group on distribution issues. This is co-chaired by G. Blaney and V. Termini.

Prior to December 2013, the ESS TF was co-chaired by C. Verhaeghe.

Appendix I – CEER 2013 documents

Cross-Sectoral

- CEER status review on the transposition of unbundling requirements for DSOs and closed distribution system operators, 16 April 2013
- CEER position paper on the European Commission's Internal Energy Market Communication (COM/2012/0663), 15 May 2013
- CEER response to the draft THINK report: "From distribution networks to smart distribution systems: rethinking the regulation of European DSOs", 31 May 2013
- CEER response to the draft THINK report: "Shift, not drift: towards active demand response and beyond", 31 May 2013
- CEER response to the European Commission's Green Paper: "A 2030 framework for climate and energy policies", 11 June 2013
- CEER memo on the regulatory aspects of energy investment conditions in European countries, 4 July 2013
- CEER-ACER annual report on the results of monitoring the internal electricity and natural gas markets in 2012, 28 November 2013
- CEER views on the Commission's Public Interventions Package: Delivering the internal electricity market and making the most of public intervention, 12 December 2013

Electricity

- CEER response to the European Commission's public consultation on generation adequacy, capacity mechanisms and the internal market in electricity, 7 February 2013
- CEER status review on renewable and energy efficiency support schemes in Europe, revised 25 June 2013
- CEER benchmarking report update (5.1) on the continuity of electricity supply, 19 December 2013

Gas

- CEER status review and evaluation of access regimes at LNG terminals in the EU, 12 March 2013
- CEER blueprint on incremental capacity, 23 May 2013
- CEER interim report on changing storage usage and its effects on security of supply, 20 November 2013
- CEER monitoring report on the implementation of the transparency template by the European LNG terminals, 20 December 2013

Customers

- Proceedings of the CEER 2013 annual conference on energy customers, 19 June 2013
- CEER status review on regulatory aspects of smart metering, 12 September 2013
- CEER status review on the involvement of consumer organisations in the regulatory process, 30 October 2013
- CEER public consultation on regulating the quality of distribution services, 4 December 2013

- CEER status review on customer access to information on energy costs, sources and energy efficiency schemes, 16 December 2013
- CEER public consultation paper on draft advice on green electricity, 16 December 2013

International

- CEER's international activities: core strategy and objectives, 26 February 2013
- CEER-ARIAE joint conclusions from the 4th ARIAE-CEER highlevel roundtable, Cancún, Mexico, February 26-27 2013
- CEER-NARUC joint closing statement from the 10th EU-US energy regulators roundtable, The Hague, the Netherlands, 8-9 April 2013
- CEER-EC Eastern Partnership Workshop Conclusions 2012-2013, Brussels, Belgium, 10 October 2013

Press Releases

- Progress and prospects of Europe's energy goals, (PR-13-01), 29 January 2013
- CEER announces its new Board, (PR-13-02), 30 January 2013
- Joint press release: European electricity & gas sector strongly supports anti-VAT fraud measures proposed by the European Commission and the Irish Council Presidency, 25 March 2013
- On the path towards achieving the 2020 Energy Customer Vision, (PR-13-03), 19 June 2013-10-29
- Joint press release: European electricity & gas sector welcomes adoption of anti-VAT-fraud package by ECOFIN Council, 21 June 2013
- Croatia joins the Council of European Energy Regulators, (PR-13-04), 17 July 2013
- Madrid Forum debates the changing future role of distribution system operators, (PR-13-05), 16 October 2013
- Joint CEER-MEDREG press release: CEER-MEDREG workshop lays the foundations for further energy regulatory cooperation, 20 November 2013
- Joint ACER-CEER press release: market monitoring report – consumers still to benefit from energy market integration in the EU, 28 November 2013
- Is the Internal Energy Market working for Consumers? Regulators say: not yet!, (PR-13-08), 16 December 2013

Brochures

- CEER – fostering energy markets, empowering consumers
- Putting consumers at the heart of EU energy policy

Factsheets

- How energy works
- EU energy policy
- Energy market actors
- Your energy rights

Appendix II – Presentations by the European energy regulators

- **VAN EVERCOOREN**, Dirk, Chair of the CEER Customer Empowerment Task Force, European Parliament hearing: consumers in the green electricity market, “How does the market work?”, Brussels, 23 January 2013
- **CROUCH**, Martin, Chair of the CEER Electricity Working Group, CEER 2013 Annual Conference: Competitive, sustainable and secure energy – Progress and Prospects, “CEER review of renewable support schemes”, Brussels, 29 January 2013
- **HUTTUNEN**, Riku, CEER, Co-Chair of the CEER International Strategy Group, CEER 2013 Annual Conference: Competitive, sustainable and secure energy – Progress and Prospects, “What role does CEER play in the external dimension of the EU’s energy policy?”, Brussels, 29 January 2013
- **MOGG**, Lord, President of CEER and Chairman of ACER Board of Regulators, CEER 2013 Annual Conference: Competitive, sustainable and secure energy – Progress and Prospects, “Introductory speech on the findings of the ACER/CEER Market Monitoring Report”, Brussels, 29 January 2013
- **MCCOY**, Natalie, CEER Secretary General, INOGATE Electricity Cross-Border Trading Seminar, “Regulatory cooperation in Europe”, Brussels, 1 February 2013
- **de SUZZONI**, Patricia, Chair of the CEER Customers and Retail Markets Working Group, Expert hearing for the European Commission THINK Project ‘Shift, not drift: towards active demand response and beyond’, “How to promote demand response in an electricity market with smart meters”, Brussels, 28 February 2013
- **VAN EVERCOOREN**, Dirk, Chair of the CEER Customer Empowerment Task Force, RECS Market Meeting 2013, “Is there a role for the regulator without regulation”, Berlin, 20-21 March 2013
- **de SUZZONI**, Patricia, Chair of the CEER Customers and Retail Markets Working Group, CEER Workshop on Green Offers, “Setting the scene for an Advice on green electricity offers”, Brussels, 16 April 2013
- **BACKES**, Markus, Member of the CEER Gas Working Group, 23rd Meeting of the European Gas Regulatory (Madrid) Forum, “CEER blueprint for incremental capacity”, Madrid, 17-18 April 2013
- **BOLTZ**, Walter, CEER Vice-President and Chair of the CEER Gas Working Group, 23rd Meeting of the European Gas Regulatory (Madrid) Forum, “The future role of gas”, Madrid, 17-18 April 2013
- **MOGG**, Lord, President of CEER and Chairman of ACER Board of Regulators, 23rd Meeting of the European Gas Regulatory (Madrid) Forum, “CEER/ACER 2014 Work Programme Preparations”, Madrid, 17-18 April 2013
- **BRAZ**, José, Chair of the CEER Market Integrity and Transparency Working Group, CIGRÉ symposium on smart grids, “Introduction”, Lisbon, 22-24 April 2013
- **BOLTZ**, Walter, CEER Vice-President and Chair of the CEER Gas Working Group, CEER-ACER Workshop on Gas Incremental Capacity, “Opening remarks and organisation of the workshop”, Brussels, 3 June 2013
- **CABLE**, Annick, Member of the CEER Gas Working Group, CEER-ACER Workshop on Gas Incremental Capacity, “CEER proposals on incremental capacity: when to offer?”, Brussels, 3 June 2013
- **ESNAULT**, Benoit, Chair of the CEER Gas Infrastructure Task Force, CEER-ACER Workshop on Gas Incremental Capacity, “CEER proposal: Economic test and tariff issues”, Brussels, 3 June 2013
- **HEIDELBERGER**, Johannes, Member of CEER Gas Working Group, CEER-ACER Workshop on Gas Incremental Capacity, “CEER proposals. Allocation procedures for incremental capacity”, Brussels, 3 June 2013
- **KOLLAU**, Michaela, Co-Chair of the CEER Sustainable Development Task Force, FSR & BNetzA Forum on Regulatory and Legal Energy Issues, “CEER’s review of renewable support schemes”, Berlin, 14 June 2013









- **PREINSTORFER**, Dietmar, Member of the CEER International Strategy Group, 2nd Workshop of Eastern Partnership Energy Regulatory Bodies, "EU regulators' role and powers with respect to infrastructure regulation", Tbilisi, Georgia, 18-19 June 2013
- **ENG ÅBRANDT**, Gunilla, Chair of the CEER Retail Market Functioning Task Force, CEER 2013 Annual Conference on Energy Customers: On the path towards achieving the 2020 Vision, "Simplicity and affordability, switching and billing: contact with customers", Brussels, 19 June 2013
- **de SUZZONI**, Patricia, Chair of the CEER Customer and Retail Markets Working Group, CEER 2013 Annual Conference on Energy Customers: On the path towards achieving the 2020 Vision, "Consumer priorities for CEER Work Programme 2014", Brussels, 19 June 2013
- **GÓMEZ SAN ROMÁN**, Tomás, Former Vice-Chair of the CEER Customer and Retail Markets Working Group, CEER 2013 Annual Conference on Energy Customers: On the path towards achieving the 2020 Vision, "Innovative services and DSO performance: on the path towards improving customer satisfaction", Brussels, 19 June 2013
- **MOGG**, Lord, President of CEER and Chairman of ACER Board of Regulators, CERRE Executive Seminar on Europe's wholesale electricity markets: future regulatory perspectives and challenges, "Panel on Generation mix: the carbon challenge", Brussels, 19 June 2013
- **MOGG**, Lord, President of CEER and Chairman of ACER Board of Regulators, CEER 2013 Annual Conference on Energy Customers: On the path towards achieving the 2020 Vision, "Implementing a 2020 Vision together: a close up on communication and dialogue", Brussels, 19 June 2013
- **VAN EVERCOOREN**, Dirk, Chair of the CEER Customer Empowerment Task Force, CEER 2013 Annual Conference on Energy Customers: On the path towards achieving the 2020 Vision, "Protection and empowerment. Involvement of consumer organisations in the regulatory process", Brussels, 19 June 2013
- **VEIGL-GUTHANN**, Christina, Member of the CEER Customer and Retail Markets Working Group, CEER 2013 Annual Conference on Energy Customers: On the path towards achieving the 2020 Vision, "Protection and complaint handling: listening and responding to customers", Brussels, 19 June 2013
- **LUGER**, James and **KOLLAU**, Michaela, Co-Chairs of the CEER Sustainable Development Task Force, EU Sustainable Energy Week - CEER workshop on delivering 2020 targets cost-effectively, "CEER work on RES support and harmonisation", Brussels, 25 June 2013
- **GRUBB**, Michael (Professor), Member of the CEER Sustainable Development Task Force, EU Sustainable Energy Week (CEER workshop on delivering 2020 targets cost-effectively), "Regulators' views on European Commission Green Paper: A 2030 framework for climate and energy policies", Brussels, 25 June 2013
- **de SUZZONI**, Patricia, Chair of the CEER Customer and Retail Markets Working Group, CEER-CRE-FSR Workshop: Enhancing the Retail Market Functioning, Panel Chair, Brussels, 26 June 2013
- **GÓMEZ SAN ROMÁN**, Tomás, Former Vice-Chair of the CEER Customer and Retail Markets Working Group, CEER-CRE-FSR Workshop: Enhancing the Retail Market Functioning, "DSO unbundling and metering data handling in Europe", Brussels, 26 June 2013
- **BURGESS**, Andrew, Co-Chair of the CEER Smart Grids Coordination Group, EU Smart Grid Conference 2013: Facilitating the successful delivery of the smart grid in Europe, "Moderator and opening presentation for session on Regulatory and Financial Framework", Brussels, 3 October 2013
- **PREINSTORFER**, Dietmar, Member of the CEER International Strategy Group, 10th Eastern Partnership Platform Meeting on Energy Security, "Energy regulation and the Eastern Partnership: key achievements 2012-2013", Brussels, 10 October 2013
- **BOLTZ**, Walter, CEER Vice-President and Chair of the CEER Gas Working Group, 24th Meeting of the European Gas Regulatory (Madrid) Forum, "The Future role of DSOs – orientation debate. Presentation by CEER", Madrid, 15-16 October 2013

- **PRIETO**, Rocío, Co-Chair of the CEER Liquefied Natural Gas Task Force, 24th Meeting of the European Gas Regulatory (Madrid) Forum, "LNG in European market transparency template monitoring", Madrid, 15-16 October 2013
- **VAN LIERE**, Menno, Co-Chair of the CEER Gas Storage Task Force, 24th Meeting of the European Gas Regulatory (Madrid) Forum, "Changing storage usage and effects on security of supply", Madrid, 15-16 October 2013
- **de SUZZONI**, Patricia, Chair of the CEER Customer and Retail Markets Working Group, CEER-ECRB-ERRA workshop: Strengthening the role of energy household customers in liberalised markets and during the market building process, "2020 Vision for Europe's energy customers and involvement of consumer organisations in the regulatory process", Vienna, 9 October 2013
- **ALONSO**, Alejandro and **PAVLOVA**, Mladena, Members of the CEER Customer and Retail Markets Working Group and **VAN EVERCOOREN**, Dirk, Chair of CEER Customer Empowerment Task Force, CEER-ECRB-ERRA workshop on Strengthening the role of energy household customers in liberalised markets and during the market building process, "Price Comparison tools", Vienna, 9 October 2013
- **BURGESS**, Andrew, Co-Chair of the CEER Smart Grids Coordination Group, International Seminar on the Future of Electricity Networks, "Regulation and incentives for the implementation of the electricity distribution grid of the future and for the technological and industrial development", Bilbao, 8 November 2013
- **CROUCH**, Martin, Chair of the CEER Electricity Working Group, 25th Meeting of the European Electricity Regulatory (Florence) Forum, "Regulatory and market aspects of Demand-Side flexibility", Milan, 12-13 November 2013
- **LUGER**, James and **KOLLAU**, Michaela, Chairs of the CEER Sustainable Development Task Force, CEER Workshop on Regulatory & Market Aspects of Demand-Side Flexibility, "Introducing the deliverable and consultation questions", Brussels, 18 November 2013
- **MOELKER**, Geert, Vice Chair of the CEER Electricity Working Group, CEER Workshop on Regulatory & Market Aspects of Demand-Side Flexibility, "Introduction and presentation of CEER demand-side flexibility consultation", Brussels, 18 November 2013
- **JUREKOVIC**, Tomislav, CEER General Assembly Member, 1st CEER-MEDREG Workshop, "How to adapt to a new regulatory regime – integrating the EU from a regulator's perspective", Grasse, 19 November 2013
- **HORSTMANN**, Nadia, Member of the CEER International Strategy Group, 1st CEER-MEDREG Workshop, "The role of the regulator in the energy transition", Grasse, 19 November 2013
- **SARDI**, Katerina, Member of the CEER International Strategy Group, 1st CEER-MEDREG Workshop, "Regulatory cooperation and implementation of the third package provisions on gas infrastructure exemptions: the case of TAP", Grasse, 19 November 2013
- **BLANEY**, Garrett, Co-Chair of the CEER DSO Group, 1st CEER-MEDREG Workshop, "Integration of RES in isolated systems – the Irish case", Grasse, 19 November 2013
- **de SUZZONI**, Patricia, Chair of the CEER Customers and Retail Markets Working Group, FSR 2013 Energy and Climate Policy Forum, "Business models for DSOs", Brussels, 26 November 2013
- **MOGG**, Lord, President of CEER and Chairman of ACER Board of Regulators, Launch Event for the ACER-CEER Annual Report on the Results of Monitoring the Internal Electricity and Natural Gas Markets, "Welcome address" and "Presentation of the key findings from the 2013 Market Monitoring Report" (both delivered with Alberto Pototschnig, ACER Director), Brussels, 28 November 2013
- **MAES**, Tom, Vice Chair of the CEER Gas Working Group, XV Spanish Gas Sector Forum, "Internal energy market: a bridge to 2025", Madrid, 3 December 2013
- **MAES**, Tom, Vice Chair of the CEER Gas Working Group, EU-Gulf Cooperation Council Energy Experts Meeting, "The regulatory aspect of the EU internal gas market", Brussels, 10 December 2013



- **VAN EVERCOOREN**, Dirk, Chair of the CEER Customer Empowerment Task Force, Agrion roundtable, "National Smart Metering Programmes", Brussels, 11 December 2013
- **MOGG**, Lord, President of CEER and Chairman of ACER Board of Regulators, Citizens' Energy (London) Forum, "Opening Speech", London, 16 December 2013
- **de SUZZONI**, Patricia, Chair of the CEER Customer and Retail Markets Working Group, Citizens' Energy (London) Forum, "High Level panel discussion: Is the IEM working for consumers?", London, 16 December 2013
- **VEIGL-GUTHANN**, Christina, Member of CEER Customer and Retail Markets Working Group, Citizens' Energy (London) Forum, "Presentation of the ACER/CEER annual monitoring report 2012", London, 16 December 2013
- **RICO RIVAS**, Gema, Co-Chair of the CEER Strategy & Communication Task Force, Citizens' Energy (London) Forum, Panellist "Consumer Engagement: is it possible? How?", London 16 December 2013
- **VAN EVERCOOREN**, Dirk, Chair of the CEER Customer Empowerment Task Force, Citizens' Energy (London) Forum, "Presentation on collaborative enforcement", London, 17 December 2013
- **ALONSO**, Alejandro, Member of the CEER Customer & retail Markets Working Group, Citizens' Energy (London) Forum, "How do DSOs add value for consumers in evolving retail markets?", London, 17 December 2013
- **ENG ÅBRANDT**, Gunilla, Chair of the CEER Retail Markets Functioning Task Force, Citizens' Energy (London) Forum, Panel Chair "How do DSOs add value for consumers in evolving retail markets?", London, 17 December 2013
- **BURGESS**, Andrew, Co-Chair of the CEER Smart Grid Coordination Group, Citizens' Energy (London) Forum, Panellist "How do DSOs add value for consumers in evolving retail markets?", London, 17 December 2013

Appendix III – Membership of CEER

	Austria	E-Control Austria (E-Control)
	Belgium	Commission for the Regulation of Electricity and Gas (CREG)
	Bulgaria	State Energy & Water Regulatory Commission (SEWRC)
	Croatia	Croatian Energy Regulatory Authority (HERA)
	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 and Public Utility Regulatory Authority (MEKH)
	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	Authority for Consumers and Markets (ACM)
	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	National Commission for Markets and Competition (CNMC)
	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)

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We also produce tailored communications material such as press releases and non-technical fact sheets and Citizen Q&A memos in an effort to better communicate with a wider audience.

Each month we dispatch a free electronic newsletter, CEER News, directly to the e-mail inbox of interested subscribers. It provides a brief overview of key regulatory developments (public consultations, events, press releases, reports, recommendations and advice issued) at EU and international level. As it is an easy way to stay abreast of energy regulatory developments, we encourage interested parties to subscribe on the homepage to this free monthly newsletter.

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2. Visit our interactive map of Europe for links to your national energy points of contact.
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