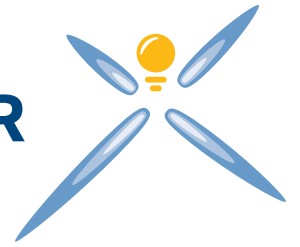


**CEER**

Council of European  
Energy Regulators



# Annual Report 2016

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 2016 to 31 December 2016.

# 2016 ANNUAL REPORT OF THE COUNCIL OF EUROPEAN ENERGY REGULATORS





## WHO IS CEER?

CEER is the voice of Europe's energy national regulatory authorities (NRAs). CEER's 35 members and observers are the independent statutory NRAs from across Europe.

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

## HOW IS CEER'S WORK RELEVANT?

Through CEER, national regulators cooperate at EU level and speak with one voice globally.

In addition, CEER supports its NRA members/observers in their daily responsibilities, sharing experience and developing regulatory capacity. It does so by hosting workshops and events, supporting the development of regulatory papers, and through an in-house Training Academy with courses on energy regulatory issues. These tools assist our members/observers and the promotion of good regulatory policy to benefit Europe's energy consumers.

In terms of policy, 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 the work of the European Commission and subsequent EU legislative proposals on issues such as the energy market design, consumer rights, energy efficiency and renewables.

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, brochures and videos can be found on our website [www.ceer.eu](http://www.ceer.eu).





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# 01

## PRESIDENT'S STATEMENT



A warm welcome to our two newest CEER Observers: Bosnia and Herzegovina; and Moldova. We are delighted to support them as they face the task of transposing, implementing and enforcing EU energy legislation. CEER brings together a network of 35 regulatory authorities sharing their experience in implementing Europe's energy laws. Together we learn, develop best practice and work to integrate energy markets more effectively throughout Europe and its neighbouring regions.

In 2016, the European Commission delivered its clean energy legislative proposals. Its title, Clean Energy for All Europeans, signals that the (2015) global climate change agreement to transition to a low carbon economy is key in designing the new energy market. The Commission's package includes a redesign of the electricity market, measures to integrate renewables, new governance arrangements and efforts to ensure that consumers are a key pillar of the market design reforms.

As regulators, we are firmly of the view that to be effective consumers have to be a central part of this energy transition. Energy efficiency, demand response and self-generation are but some of the ways consumers can play an active role in the more de-centralised model of energy systems. Such a model gives consumers not only choice but a role in markets, aligning fully with the CEER-BEUC 2020 vision for Europe's energy consumers.

A core part of CEER's current work is focused on empowering consumers to play their role to benefit from the energy transition. We examined the question of what inhibits consumers from

switching and what deters new suppliers from entering the market. We also addressed the issue of early termination fees charged by suppliers. Our paper on self-generation creates an opportunity for more consumer empowerment, while taking into account the impact on system operation, the market, and society as a whole.

Several retail market issues that we tackled include data management models and supplier entry barriers. We benchmarked the quality of supply of electricity and gas, and reported on the status of unbundling of Transmission System Operators (TSOs) and Distribution System Operators (DSOs). Our guidelines on comparison tools, now being reviewed, are also a key part of the regulatory framework. We see DSOs playing a pivotal role as neutral market facilitators in the energy transition. We worked on the future TSO-DSO relationship and on distribution network tariffs and will continue to work on a range of distribution issues going forward.

In close collaboration with ACER, CEER led the work on monitoring the enforcement of consumer protection laws. Our CEER report on safeguarding the independence of regulators highlights that EU energy legislation remains to be fully implemented in some countries in respect of the independence of energy regulators.

Our 2016 renewables report sets out how to adapt national RES support schemes to meet the requirements of deeper market integration and greater cost efficiency. More renewables increases the need for all types of flexibility. We studied different regulatory



“ Launched nearly 5 years ago, the principles of the CEER-BEUC 2020 Customer Vision (reliability; affordability; simplicity; and protection & empowerment) remain as true today for the transition to clean energy ”

approaches to promote flexibility from as many sources as possible. We are currently working on a range of issues, including LNG and gas storage, to deliver an EU Energy Union that will bring secure, affordable and sustainable energy.

And so to the future. We shall examine the Commission's proposals carefully and are ready to assist Europe's co-legislators turn the proposals into a regulatory framework that benefits Europe's businesses and consumers alike.

The joint CEER-ACER conference, in January 2017, presents a first opportunity to explore the challenges and implications for energy players before the proposals disappear into the formal negotiating framework. Devoting time and space to such wider stakeholder dialogue, with the Institutional decision-makers, is important. It will also help us refine, where necessary, our own priorities as regulators. Energy markets need to be designed around consumer needs.

Recognising that increased connectivity is changing life as we know it, we have begun in 2016 to enhance multi-sectoral, inter-authority cooperation on issues such as the smart meters, the Internet of Things and data privacy. This new initiative, called the Partnership for the Enforcement of Energy Rights (PEER), aims to help consumers benefit from the new energy transition and the increasingly interconnected digital world in which we live. We are confident that our PEER initiative will help further the EU's Energy Union and Digital Single Market goals.

Finally, may I thank all those NRAs who have been able to provide some of their staff for work on EU-wide policies despite the resource constraints faced by many. Without this positive collaboration, neither CEER nor ACER would be able to produce such authoritative work. CEER's Brussels-based Secretariat headed-up by our new Secretary General, Andrew Ebrill, and the long serving deputy, Una Shortall, helps to bring together the wide spectrum of stakeholder views to the benefit of Europe's energy consumers. My thanks to them all.

Lord Mogg  
CEER President





# MONITORING AND BENCHMARKING

Monitoring markets and compliance with laws, rules and recommendations is an important element of regulators' work at national and EU level.

CEER gathers and analyses data on a range of energy regulatory issues, providing a solid evidence base which can inform wider policy making.

## HIGHLIGHTS

- Working with the Agency for the Cooperation of Energy Regulators (ACER), we analysed wholesale and retail energy markets, including customer empowerment and protection issues, in our annual market monitoring exercise. We found that consumers could benefit from more targeted information for engagement, information (and complaint) contact points as well as from price and product comparisons.
- CEER made critical steps forward to help identify and assist the quality of electricity and gas supply that consumers receive. Our 6th Benchmarking Report provides detailed information on the quality of energy supply in 30 European countries, with associated recommendations for good regulatory practices which could be adopted in Europe. For the first time, it also covered gas quality of supply.
- Our status reports on the unbundling of Transmission System Operators (TSOs) and Distribution System Operators (DSOs) examined whether there are gaps between the legal requirements and the actual unbundling situation (in electricity and gas) in Europe. Ownership unbundling (OU) is the most prevalent energy transmission unbundling model in Europe, followed by the Independent Transmission Operator (ITO) and Independent System Operator (ISO) models, with significant differences in electricity and gas. At distribution level, we found that, contrary to EU laws, many DSOs create confusion in their branding and communication policy (their corporate identity) with the production and supply activities of the vertically integrated utility, requiring regulatory interventions.
- Through internal workshops, we shared experiences on national monitoring practices.
- We analysed and reported on the independence and accountability of Europe's energy NRAs.
- We shared information on our experiences in developing good NRA cooperation, be it mandated by legislation or on a voluntary basis.





have minimal requirements for smart meters in their laws



on average to receive a final bill



in 2015, about 1% more than in 2014

## WHAT'S AHEAD?

- We will continue to share best practice and develop learning on a wide range of issues.
- We will benchmark and report on power losses in Europe.
- We will continue to closely monitor (in liaison with ACER) Europe's electricity and gas markets, producing both EU wide and national country reports.



on average to complete a switch in gas



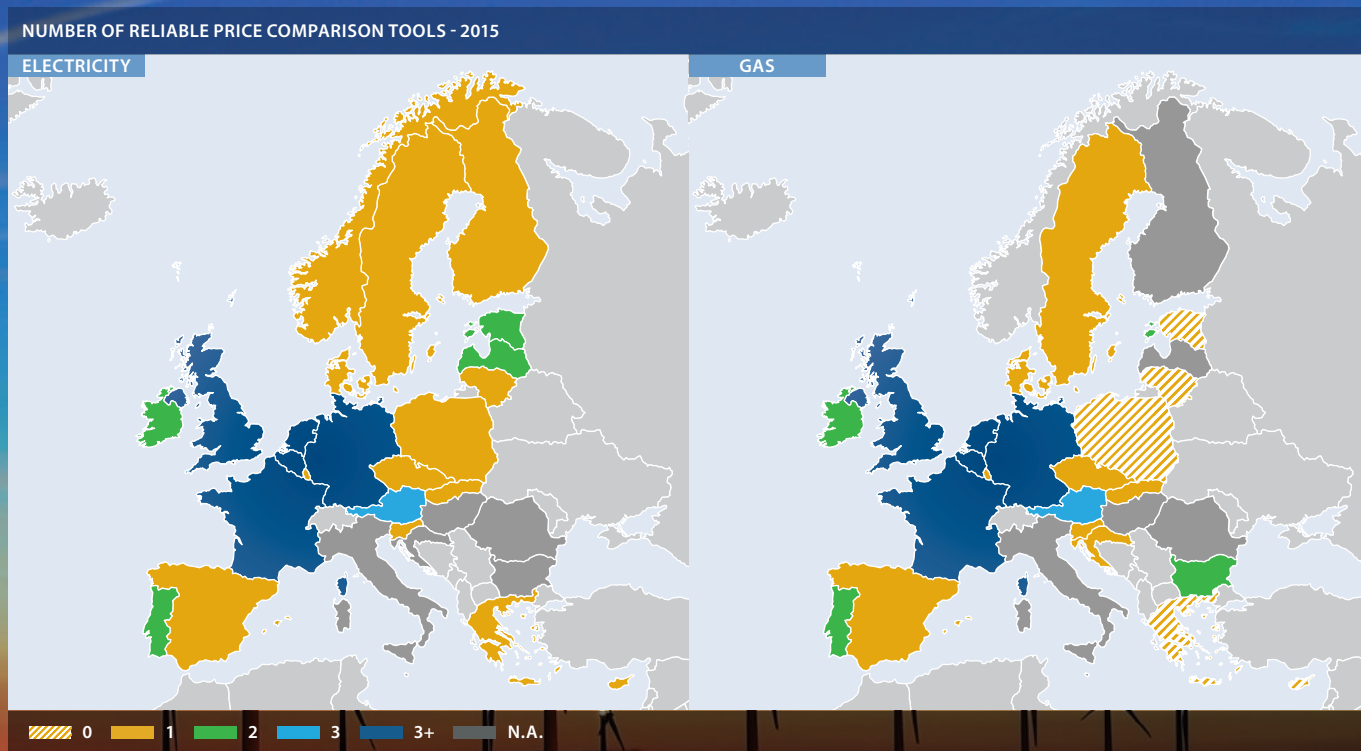
on average to complete a switch in electricity



have reliable comparison tools for gas



have reliable comparison tools for electricity





# DESIGNING MARKETS FIT FOR THE ENERGY TRANSITION

CEER dedicated significant resources in 2016 to contribute constructively (and in a way that protects the public interest) to the European Commission's new legislative proposals. Our concrete deliverables on renewables, flexibility and distribution systems reflect regulators' collective forward thinking so that the evolving regulatory framework removes barriers and supports distributed resources, smart solutions and more active consumer engagement.

## HIGHLIGHTS

- We published a report which identifies ways for interconnectors and foreign capacity providers to participate in capacity remuneration mechanisms. We also responded (jointly with ACER) to the European Commission's interim report of the sector inquiry on capacity mechanisms.
- Promoting flexibility, we produced 3 papers which cover the principles for valuing flexibility, and how to encourage demand-side flexibility. As we see it, if consumers are rewarded appropriately for providing flexibility, this benefits consumers and reduces system costs.
- Our report on the future relationship between DSOs and TSOs explores how the relationship and regulatory arrangements between DSOs and TSOs may need to evolve.
- We started the process of updating our (2012) Guidelines of Good Practice on Comparison Tools (CTs) with a public consultation on new types of CTs in the new energy market design.
- Our position paper on renewable self-generation (also called prosumers or self-consumers) recognises that cost-effective distributed and central energy resources are both needed to reach renewable, competitiveness and security of supply targets. In it we clear up some common myths about self-generation and advocate that there should be no cross-subsidies between self-generation and centralised consumption.





## WHAT'S AHEAD?

In light of the European Commission's 2016 legislative proposals, much of our effort will continue to focus on the development of an appropriate regulatory framework.

- We will build further on our work related to the new market design including good practices on customer-driven smart technology development. We will also start work on the implementation of the new retail energy market design.
- We will draft guidelines on how to stimulate efficient flexibility use by DSOs. Re-defining the DSOs so that they are neutral market facilitators in the energy transition, incentivising DSOs, and examining principles of distribution network tariffs are all issues we will continue to work on in 2017.
- We will provide input, where needed, to the Commission in the follow up to its state aid sectoral inquiry into national capacity markets.
- Through our new Partnership for the Enforcement of Energy Rights (PEER) initiative, we will also proactively reinforce cooperation with other sectoral regulatory authorities on issues such as cyber security and data privacy, which have increased in significance in our work.





# DEVELOPING CONSUMER-FOCUSED ENERGY MARKETS



European Commission Vice President Šefčovič at the CEER 2016 Customer Conference

CEER has long advocated that putting consumers at the heart of the Energy Union is fundamental to the success of Europe's Internal Energy Market. Indeed, consumer-centric markets are the core of the 2020 Energy Customer Vision that CEER developed in 2012 together with BEUC (the European Consumer organisation).

CEER has taken a leading role in facilitating well-functioning retail markets that benefit consumers whilst promoting consumer protection and empowerment.

In 2016, as the European Commission developed its proposals on re-designing Europe's electricity market, CEER inputted to the strategic thinking on what the electricity market should look like and the role of consumers in it. We delivered on customer, retail market and distribution related priorities of our 2016 work programme which are intrinsically inter-linked to each other and to the Commission's objectives.

“The giant leap is the empowerment of consumers which can go so far that the distinction between consumers and producers is becoming obsolete”

European Commission Vice President Šefčovič,  
at the CEER 2016 Customer Conference

## HIGHLIGHTS

- For effective competition there first must be choice as well as a free and easy supplier switching process. In 2016, we examined the barriers to new (supply) entrants in EU retail markets and NRA steps to remove the barriers. This work will form the basis of our Guidelines of Good Practice on removing entry barriers to energy suppliers.
- As we encourage customers to compare offers and switch, we sought to address in our report on commercial barriers to switching the question of what keeps customers from switching. This work revealed perceived and actual barriers to switching energy suppliers.
- Continuing with the theme of switching, our paper on early termination fees underlines that energy suppliers should not charge a termination fee to customers who switch supplier. This paper makes a clear distinction between termination fees and early termination fees - the latter being a legitimate charge to customers for ending a contract early only under certain circumstances, including that it is a fixed price contract.
- As part of our ongoing focus on retail market performance, we consulted on our handbook of definitions of retail market metrics and indicators.
- CEER has responded to several strategies and consultations from the European Commission including the Heating and Cooling Strategy and the Commission's consultation on the review of the Energy Efficiency Directive.
- Following consultation and pilot-testing (by NRAs), our harmonised definitions of retail metrics will be finalised in a handbook aimed at helping NRAs evaluate the performance of their national retail energy markets.
- We will continue our solid engagement with the European Commission and consumer representative bodies so as to help consumers play a key role in energy markets.
- Moreover, we are committed to reinforcing cross-sectoral, cross-authority collaboration with ombudsmen, telecoms regulators and other partners on a number of pilot topics, in order to benefit energy customers. This includes topics such as smart metering, data privacy and the Internet of Things (IoT) which have increased in importance in today's highly interconnected society. The aim of our PEER initiative is to strengthen the enforcement of energy consumer rights in this digital age.

## WHAT'S AHEAD?

- In 2017, consumers and enhancing retail market competition will continue to be top priorities. We will finalise the revision of our guidelines on comparison tools.
- We will examine further how the management of consumer data can increase customer engagement.
- We will publish Guidelines of Good Practice on removing barriers to market entry.





# 05

## SAFEGUARDING SECURITY OF SUPPLY

To safeguard Europe's security of supply, CEER champions competitive markets, fully integrating renewables into the market, rewarding flexibility and enabling Liquefied Natural Gas (LNG) and gas storage to play their role in the context of diversification and security of supply.

We worked extensively on security of supply issues in our reports and position papers, and engaged stakeholders in dialogue in dedicated security of supply events.



is the import capacity of Europe's 23 LNG import terminals



of Europe's LNG terminals' total installed capacity was, on average, used (in 2014)



is what LNG could represent of the European gas market if the LNG terminals were fully used, compared to around 8% of the European gas market in 2014.

### HIGHLIGHTS

- Security of supply, a core pillar of our work, was the central theme of our 2016 Annual Conference and of two of our workshops, one of which was held jointly with the International Energy Agency (IEA).
- Our 2016 renewables report provides a detailed analysis of Renewable Energy Sources (RES) support schemes across the EU, and includes recommendations on how to adapt national RES support schemes to meet the requirements for greater cost efficiency and deeper market integration. This report can help to inform and improve future RES support scheme designs.
- We published a report analysing the role of LNG to improve security of supply. We also began work on the identification of barriers to LNG entry, which fed into the Madrid Forum discussions.
- We responded to numerous European Commission consultations including on the revised Security of Supply Regulation, the EU strategy for LNG and gas storage, and on the Renewables Energy Directive.
- Given that security of supply is also about necessary network investments and integrated grids, we worked on the regulatory aspects of conditions for investments in electricity and gas networks.

### WHAT'S AHEAD?

- We will continue to work on a wide range of security of supply related issues such as RES and LNG both in the EU context and also internationally, collaborating with the IEA and with counterparts worldwide.



- We will follow-up on EU legislative proposal issues such as the supply standard foreseen in the Security of Supply Regulation.
- We will examine the future role of gas, and finalise our work on the identification of LNG entry barriers and possible regulatory barriers to gas storage product innovation.



# 06

## PROMOTING EUROPE ON THE GLOBAL STAGE

As the voice of Europe's energy regulators, CEER actively participates in the International Confederation of Energy Regulators (ICER), sharing and promoting European experiences on the global stage.

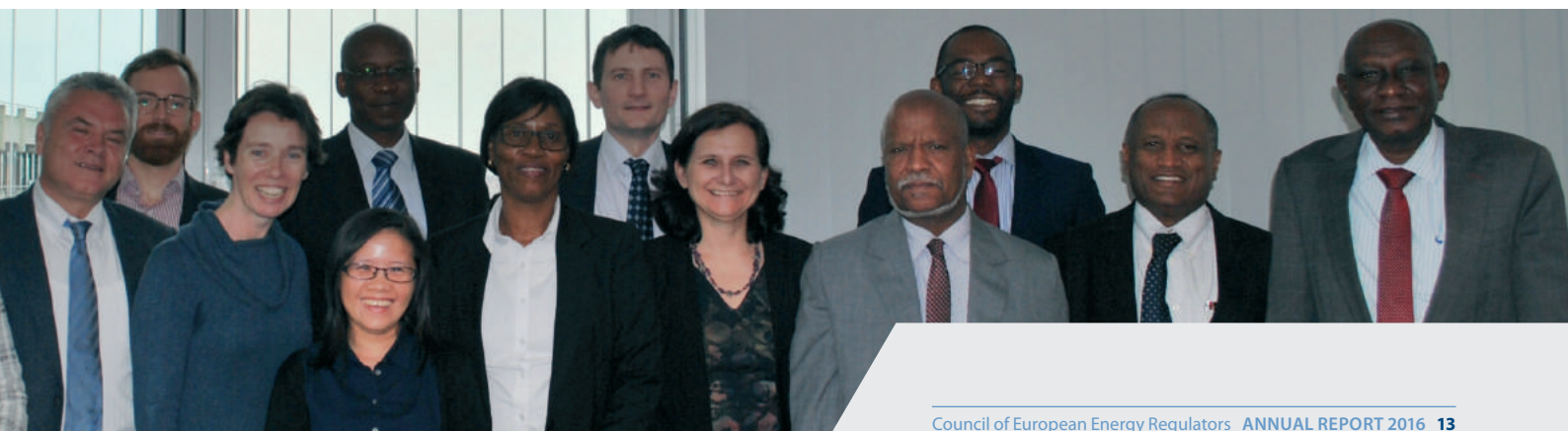
CEER is committed to providing technical support or capacity building capability to non-EU countries in support of Europe's external policy objectives. CEER's focus of interest is on Europe's neighbouring areas, in particular the Energy Community, the Mediterranean region and the 6 countries of the Eastern Partnership.

### HIGHLIGHTS

- In April, CEER welcomed and shared best practices with a delegation of thirteen regulators from Africa.
- We co-hosted the 5th workshop of the Eastern Partnership Energy Regulatory Bodies in Vilnius with the European Commission.
- In May, the 12th EU-US Energy Regulators Roundtable took place in Madrid.
- During 2016 we strengthened our collaborations with the Energy Charter and with the IEA.
- CEER co-hosted events with the regional association of regulators from the Mediterranean region (MEDREG), and from the Energy Community (the ECRB). We also participated in the Energy Regulators Regional Association (ERRA) investment and regulation conference, and shared our expertise at ECRB meetings.
- We created a pool of regulatory experts interested in capacity building missions.
- With the support of the European Commission, CEER helped improve the capacity building and knowledge base of non-EU regulators, including sending experts on missions to Ukraine.
- In our Twinning workshop, NRAs who have no experience in twinning projects learned about the European Commission's twinning instrument for international cooperation, from NRAs who are active twinners and Commission staff.
- CEER assisted Black Sea regulators on energy issues by participating in a NARUC-led workshop in the region.

### WHAT'S AHEAD?

- With our extensive network of experts and strong interest in supporting Europe's external energy policy priorities, CEER stands ready to offer, with sponsors' support, critical expertise and peer-to-peer support to regulators from countries interested in capacity building and technical assistance projects.
- CEER will continue to promote the sharing of experience and good practice through bilateral exchanges with countries of the Energy Community, ERRA and MEDREG.
- In April 2017, joint events are planned with the National Association of Regulatory Utility Commissioners (NARUC) in Washington DC, and with ARIAE (Ibero-American association of regulators) in Panama.
- CEER will continue to be actively involved in ICER, taking a leading role on several issues.
- We will build upon our collaboration with international bodies such as the IEA and ICER.
- We plan to have the 6th workshop of the Eastern Partnership Energy Regulatory Bodies in 2017.





# WORKING TOGETHER

CEER is committed to solid stakeholder engagement so as to gather expert views to inform our policy advice. Rolling calendars posted on our website show upcoming events and public consultations. In 2016, we web-streamed 4 of our events.

**27**  
CEER  
documents  
published

**11**  
press  
releases

**4**  
CEER public  
consultations

**83**  
respondents

**14**  
CEER events

**897**  
participants

**234**  
CEER meetings

**3,132**  
Twitter  
followers

**51,547**  
website users

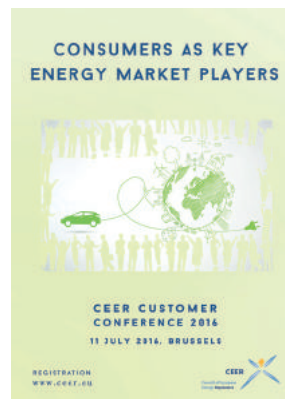
**3,880**  
visitors

## JANUARY

**26**

### CEER 2016 ANNUAL CONFERENCE

Our annual conference focused on Europe's security of supply. Highlights of this event included a presentation by the IEA on the impact of the COP21 pledges on gas security, and interesting debates on renewables and integrated grids.



## APRIL

**6-7**

### CEER WORKSHOP ON WELL-FUNCTIONING RETAIL ENERGY MARKETS

To inform our work on developing a forward-looking framework for evaluating the performance of retail energy markets, we organised three half-day workshops. The informative feedback fed into the draft handbook of harmonised retail metrics, which was publicly consulted upon in summer 2016.

**12-13**

### CEER-EUROPEAN COMMISSION EASTERN PARTNERSHIP REGULATORY BODIES WORKSHOP

CEER hosted jointly with the European Commission) the 5th Eastern Partnership Energy Regulatory Bodies workshop. The theme was data collection and data management as prerequisites for monitoring energy systems.



**25-26**

### EU-US ENERGY REGULATORS ROUNDTABLE

The theme of the 12th EU-US roundtable, in Madrid, was the new energy system. Key topics discussed were building an integrated grid; encouraging flexibility; monitoring wholesale energy trading; consumer-centric energy models; gas trading hubs; and cyber security.

28

**JOINT CEER-IEA WORKSHOP**

CEER hosted a joint workshop with the IEA in Paris on cross-border electricity security of supply issues. The workshop brought together experts and practitioners to review regional experiences with examples from Europe, the United States, Australia and South East Asia. The results of the workshop will feed into the IEA's "Electricity Security Across Borders" publication and its work on electricity security more broadly.

29

**CEER ROUNDTABLE ON NETWORK TARIFFS**

In this expert roundtable on network tariffs, CEER gathered professionals from the energy industry, consumer bodies, think tanks and the European Commission to discuss the need to coordinate incentives on different levels (DSO, TSO, market) including overarching issues such as the roles and responsibilities of different actors at national and EU level in relation to tariff design.

**JUNE**

16

**SUSTAINABLE ENERGY WEEK EVENT: ENGAGED CUSTOMERS DRIVING THE ENERGY TRANSITION**

During the EU Sustainable Energy Week 2016, CEER joined forces with four other electricity organisations (EDSO, ENTSO-E, SEDC and the IDEAS Platform) to explore the various ways in which customers themselves can drive the energy transition.

21

**CEER WORKSHOP ON COMPARISON TOOLS**

Working on the update of its Guidelines of Good Practice on Comparison Tools from 2012, CEER organised a workshop to discuss the guidelines in the light of the developments in the energy markets.

**JULY**

11

**CEER 2016 CUSTOMER CONFERENCE**

Consumers as key energy market players was the focus of CEER's Customer Conference, highlighting that informed and active consumers are important players in a successful energy transition. The event attracted high level speakers including the European Commission's Vice President in charge of the Energy Union, Maroš Šefčovič and MEP Theresa Griffin. This event was the occasion to launch CEER's new PEER initiative, which will promote a light form of cross-sectoral, cross-authority cooperation at EU level on energy consumer issues, so as to help protect their interests.

**SEPTEMBER**

05

**CEER WORKSHOP ON GAS SECURITY OF SUPPLY**

The aim of this workshop was to have an informed discussion with European decision-makers on the main elements of the proposed revision of the Security of Supply Regulation, such as the concepts for regional cooperation and solidarity in gas supply.



08

**CEER WORKSHOP ON REMOVING BARRIERS TO ENTRY IN EU RETAIL MARKETS**

This closed workshop was a unique opportunity for new entrants/alternative suppliers to have their voice heard by regulators. The new entrants' testimonials will be helpful because in 2017 CEER will develop Guidelines of Good Practice on removing barriers to entry faced by energy suppliers.

**OCTOBER**

06

**CEER WORKSHOP ON POWER LOSSES**

This workshop facilitated the sharing of DSOs' experiences in dealing with power losses. Input from the workshop, which was attended (physically and via web streaming) by individuals from Europe, the Middle East, Africa and Latin America will feed into CEER's benchmarking report on power losses in 2017.

24

**CEER-ECRB WORKSHOP ON CUSTOMER ISSUES**

For the 5th year running, we co-hosted with the ECRB a workshop on consumer and retail market issues which enhanced knowledge among NRAs from Europe and the Energy Community. This interactive workshop shared regulatory experience on removing entry barriers and stimulating consumer engagement.

**NOVEMBER**

09

**ACER-CEER MARKET MONITORING REPORT LAUNCH EVENT**

CEER and ACER held an event to launch the key findings of their joint annual report on monitoring the internal electricity and natural gas markets.





# DEVELOPING AND TEACHING BEST PRACTICE



## CEER TRAINING ACADEMY



Through CEER, national regulators share best practices and develop common position papers across a wide range of policy areas.

In an effort to further promote best practice regulation, CEER's Training Academy trains the staff of NRAs on the day to day work of being an energy regulator in Europe. A key focus of our Training Academy is on the European

context and issues of relevance to CEER's member and observer NRAs.

Promoting diversity in the workplace, CEER continues to lead the Women in Energy initiative of the ICER. This initiative provides a support structure (such as a global collaborative women in energy network, and mentoring), in order to help women in energy NRAs advance in their careers.

**9** CEER  
TRAINING  
COURSES

**130**  
STAFF  
TRAINED

from **26** countries

**61**  
LECTURERS

from **18** countries



“By attending this course, I gained a better understanding of the overall Project of Common Interest process and learned how the different elements, of which the process is built up by, fit together. The lectures were of high quality and delivered by people involved in the drafting and the implementation of the relevant regulation.”

Testimonial of a participant of CEER’s Project of Common Interest training course

## HIGHLIGHTS

In 2016 CEER’s Training Academy benefited from the establishment of a Training Advisory Board, comprising academics, energy sector professionals and former regulators. The Board, which met 3 times in 2016, broadened the external base of knowledge and helped develop a full range of high quality training courses for all NRA staff, ranging from new graduates to Commissioner level.

- Our 2016 training topics ranged from the fundamentals of regulation, such as network tariffs, through to technical areas, such as implementation of REMIT and projects of common interest. New in 2016 were courses on cross-cutting topics such as cyber security.
- In an effort to enhance capacity building, CEER invited NEON (representing energy ombudsmen) and BEUC (representing consumer bodies) to join the course on retail energy markets and consumers.

- The new modular approach of CEER’s training courses enables NRA staff to deepen their expertise within a specialist area and boost their professional development.
- Male and female mentors and female mentees from CEER’s NRAs participated in the ICER global mentoring programme. The ICER special collection of Women in Energy stories to celebrate International Women’s Day included contributions from European women.
- CEER has, once again, met the minimum 20% female speaker target (set by ICER) for our 2016 events.

## WHAT’S AHEAD?

- CEER’s Training Academy will continue to offer a full programme of training opportunities for energy regulators on a range of regulatory issues which are highly relevant to their daily tasks and responsibilities.
- Whilst our main target remains to meet the training needs of our own members, we can also support the capacity building and training of non-EU regulators keen to learn about European regulators’ experiences of implementing and enforcing EU energy laws as well as the evolution of energy markets and regulatory frameworks.





# VALUING OUR PEOPLE

## CEER BOARD

The CEER Board comprises a President and 5 Vice Presidents. The current Board members took office in May 2015 for a 2.5 year term of office.



Lord Mogg, CEER President

CEER Vice Presidents:



Remko Bos  
(ACM)



Annegret Groebel  
(BNetzA)



Valeria Termini  
(AEEGSI)



Marie Pierre Fauconnier  
(CREG)



Tomislav Jureković  
(HERA)

## CEER GENERAL ASSEMBLY

The General Assembly, which met 9 times in 2016, is made up of the heads of the national energy regulatory authorities.



CEER General Assembly meeting, September 2016

## CEER SECRETARIAT

In February 2016 Mr Andrew Ebrill joined CEER. He succeeded Ms Natalie McCoy as CEER's Secretary General.



CEER Secretariat visit to C-Power off-shore windfarm

## CEER TRAINING ADVISORY BOARD

We thank the members of the CEER Training Advisory Board:



Asta Sihvonen-Punkka  
(Fingrid)



Michael Thomadakis  
(Grant Thornton)



Peter Styles  
(EFET)



Professor Tomás Gómez  
(Pontificia Comillas  
University)



Professor Monica Giuliatti  
(University of Loughborough)



Jorge Vasconcelos  
(Technical University of Lisbon)



Margot Loudon  
(Eurogas)



Heinz Hilbrecht

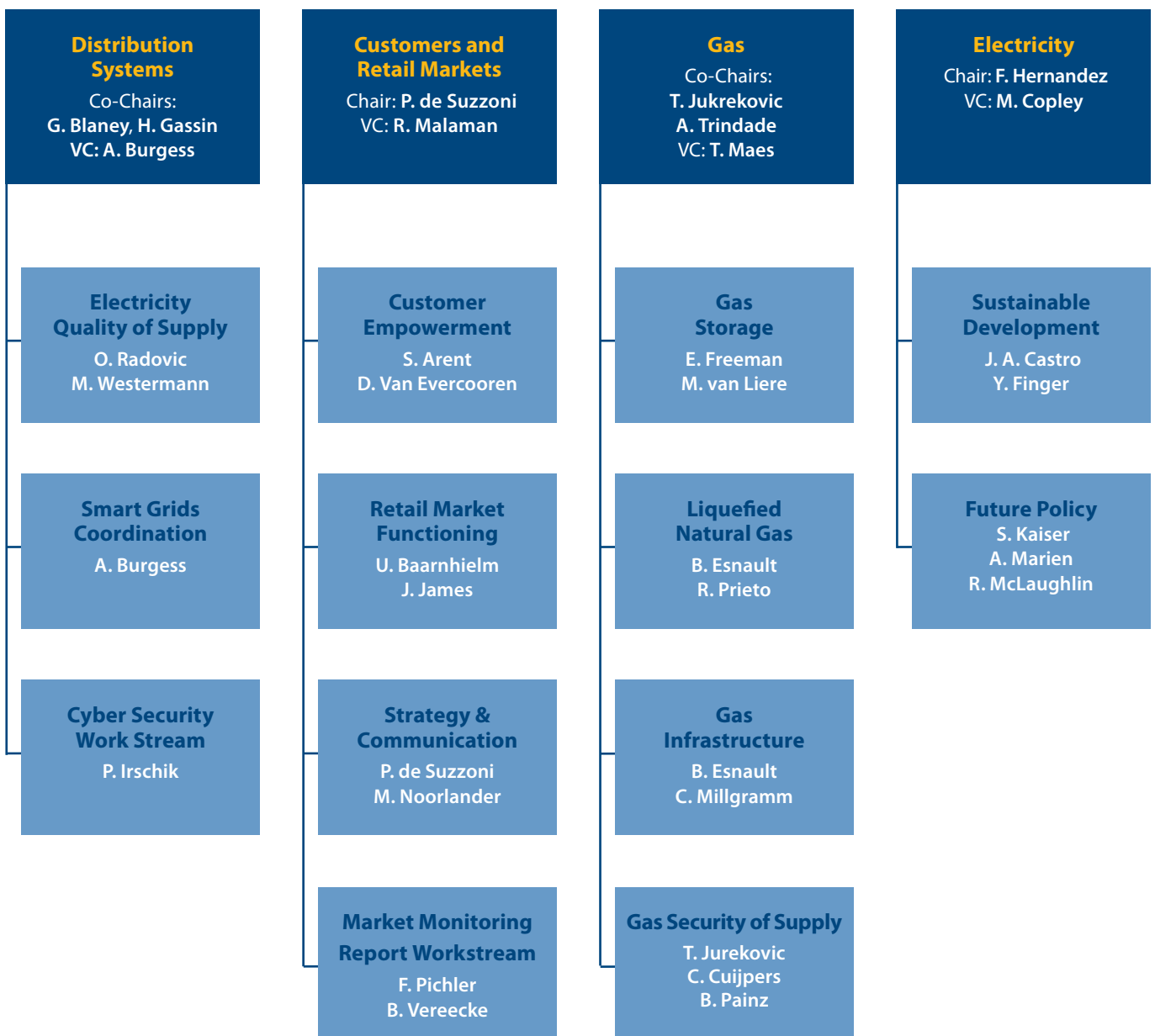


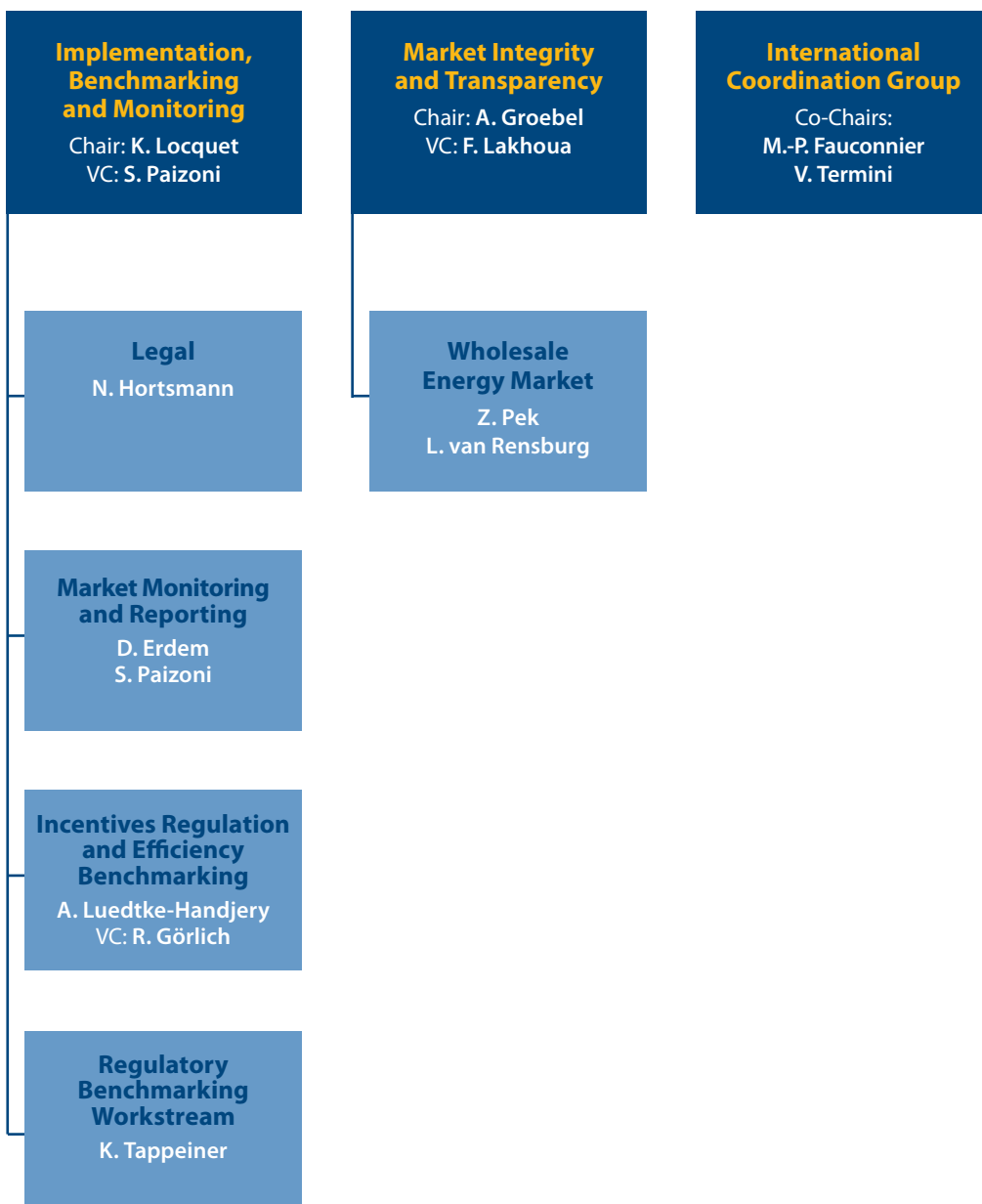
Richard Cowart  
(RAP)



## CEER WORKING GROUP AND TASK FORCE CHAIRS

The CEER Working Groups and Task Forces are chaired by NRA staff from across Europe. We thank them for leading these groups and enabling our collective work to develop.







# APPENDIX I

## CEER 2016 DOCUMENTS

### Cross-Sectoral

- CEER Report on Safeguarding the independence of regulators: Insights from Europe's energy regulators on powers, resources, independence, accountability and transparency  
*13 December 2016*
- CEER Report on National Regulatory Authorities (NRAs) Cooperation in Practice  
*13 December 2016*
- ACER-CEER Annual Report on the Results of Monitoring the Internal Electricity and Natural Gas Markets  
*09 November 2016*
- CEER Public Consultation Paper on Guidelines of Good Practice on Comparison Tools in the New Energy Retail Market Design  
*08 November 2016*
- CEER 6th Benchmarking Report on the Quality of Electricity and Gas Supply  
*22 September 2016*
- CEER Position Paper on the Future DSO and TSO Relationship  
*21 September 2016*
- CEER Status Review on the Implementation of Transmission System Operators' Unbundling Provisions of the 3rd Energy Package  
*28 April 2016*
- CEER Status Review on the Implementation of Distribution System Operators' Unbundling Provisions of the 3rd Energy Package  
*1 April 2016*
- CEER Report on Investment Conditions in European Countries in 2015  
*14 March 2016*
- CEER Work Programme 2016  
*6 January 2016*
- CEER Report on Treatment of Interconnectors and Neighbouring Resources in Capacity Remuneration Mechanisms  
*7 June 2016*
- CEER Discussion Paper on the Scoping of Flexible Response  
*3 May 2016*
- CEER response to the European Commission's consultation on a new Renewable Energy Directive  
*2 February 2016*
- CEER Report on Key Support Elements of RES in Europe: Moving Towards Market Integration  
*26 January 2016*

### Gas

- CEER Priorities for the Revision of Regulation 994/2010 concerning measures to safe-guard security of gas supply  
*27 May 2016*
- CEER response to the European Commission's strategy for Liquefied Natural Gas and Gas Storage  
*13 May 2016*
- CEER Report on the Analysis on the Role of LNG to Improve Security of Supply  
*3 February 2016*

### Customers and Retail Markets

- CEER review of current and future data management models  
*13 December 2016*
- CEER Report on commercial barriers to supplier switching in EU retail energy markets  
*7 July 2016*
- CEER Position paper on early termination fees  
*17 May 2016*
- CEER Statement on the European Commission's Heating and Cooling Strategy  
*17 May 2016*
- CEER Benchmarking report on removing barriers to entry for energy suppliers in EU retail energy markets  
*1 April 2016*
- CEER Response to the European Commission Public Consultation on the Review of the Energy Efficiency Directive  
*29 January 2016*

### Electricity

- CEER Position Paper on Renewable Self-Generation  
*16 September 2016*
- CEER Position Paper on Principles for Valuation of Flexibility  
*12 July 2016*
- Joint ACER-CEER response to the European Commission's interim report of the Sector Inquiry on Capacity Mechanisms  
*6 July 2016*

# APPENDIX II

## PRESS RELEASES 2016

- The truth about the independence of Europe's energy regulatory authorities (PR-16-11)  
*19 December 2016*
- CEER welcomes Bosnia and Herzegovina as an Observer (PR-16-10)  
*13 December 2016*
- Europe's energy regulators welcome the Commission's "Clean Energy for All Europeans" proposals (PR-16-09)  
*30 November 2016*
- Consumers finally start to benefit from lower wholesale energy prices (PR-16-08)  
*09 November 2016*
- CEER welcomes Moldova as an Observer (PR-16-07)  
*08 November 2016*
- Energy regulators report to the Madrid Forum on removing barriers to LNG and gas storage, and on gas quality (PR-16-06)  
*6 October 2016*
- CEER's quality of supply benchmarking report recommends automatic compensation to network users when quality standards are not met (PR-16-05)  
*29 September 2016*
- Wholesale gas prices continue to fall in the EU but electricity prices end their decreasing trend in some countries (PR-16-04)  
*16 September 2016*
- Commission Vice President Šefčovič welcomes CEER's initiative to enhance multi-sectoral cooperation to help deliver the Energy Union (PR-16-03)  
*11 July 2016*
- CEER calls for competitive markets with active consumers to deliver the "New Deal" for Europe's energy consumers (PR-16-02)  
*24 February 2016*
- Regulators see competitive markets as key to safeguarding Europe's security of supply (PR-16-01)  
*26 January 2016*



# APPENDIX III

## CEER PRESENTATIONS AT EXTERNAL EVENTS

BLANEY Garrett, Co-chair of the CEER Distribution Systems Working Group, 2nd Energy Storage Global Conference  
*Brussels, 27-28 September 2016*

BURGESS Andrew, Vice-chair of the CEER Distribution Systems Working Group and co-chair of the CEER Smart Grids Coordination Task Force, 2nd Energy Storage Global Conference  
*Brussels, 27-28 September 2016*

BURGESS Andrew, Vice-chair of the CEER Distribution Systems Working Group and co-chair of the CEER Smart Grids Coordination Task Force, ENTSO-E and EDSO 5th InnoGrid2020+  
*Brussels, 22-23 March 2016*

CUIJPERS Chris, Vice-chair of the CEER Gas Security of Supply Task Force, Energy Charter Expert Meeting on non-discrimination in the pre-establishment phase  
*Brussels, 14 June 2016*

DE SUZZONI Patricia, Chair of the CEER Customers and Retail Markets Working Group, BEUC/dTest Promoting vibrant market places – a case for boosting cooperation between authorities and consumer organisations  
*Prague, 15 April 2016*

DE SUZZONI Patricia, Chair of the CEER Customers and Retail Markets Working Group, SEDC Symposium, “Empowering Residential and SME Consumers”  
*Brussels, 20 October 2016*

DE SUZZONI Patricia, Chair of the CEER Customers and Retail Markets Working Group, Conference of the Board of Regulators of the Iberian Electricity Market (MIBEL) – MIBEL in the Internal Energy Market  
*Madrid, 5 July 2016*

DE SUZZONI Patricia, Chair of the CEER Customers and Retail Markets Working Group, CERRE Executive Seminar  
*Brussels, 16 June 2016*

DE SUZZONI Patricia, Chair of the CEER Customers and Retail Markets Working Group, BEUC/dTest Promoting vibrant market places – a case for boosting cooperation between authorities and consumer organisations  
*Prague, 15 April 2016*

DE SUZZONI Patricia, Chair of the CEER Customers and Retail Markets Working Group, NEON Workshop: “Designing a Consumer Code for New Energy Consumers”  
*Brussels, 10 February 2016*

DE SUZZONI Patricia, Chair of the CEER Customers and Retail Markets Working Group, IV International Business Symposium Funseam  
*Barcelona, 1 February 2016*

EBRILL Andrew, CEER Secretary General, NARUC/USAID Cybersecurity Initiative for Black Sea Electric Utility Regulators: The Effective Regulation of Cybersecurity Technical Workshop,  
*Kiev, 30 November – 1 December 2016*

EBRILL Andrew, CEER Secretary General, European Gas Autumn Conference  
*The Hague, 15 November 2016*

EBRILL Andrew, CEER Secretary General, Eurogas conference on how customers can use modern gas appliances to their advantage  
*Brussels, 27 October 2016*

EBRILL Andrew, CEER Secretary General, 29th European Gas Regulatory Forum  
*Madrid, 6-7 October 2016*

EBRILL Andrew, CEER Secretary General, Edelman Brussels Roundtable Event  
*Brussels, 12 April 2016*

EBRILL Andrew, CEER Secretary General, Natural Gas Europe 360° Approach to Gas Perspectives: Getting Out of the Silo  
*Brussels, 7 March 2016*

FAUCONNIER Marie-Pierre, CEER Vice-President, InnoGrid2020+ 5th Annual Conference: 'Digital Energy'  
*Brussels, 27-28 June 2016*

GASSIN Hélène, Co-chair of the CEER Distribution Systems Working Group, FSR Policy Workshop  
*Florence, 29 April 2016*

GROEBEL Annegret, CEER Vice-President, MiFID II for energy trading conference  
*London, 16-17 June 2016*

LIKANEN Marielle, Member of the CEER Customers and Retail Markets Working Group, EC Workshop on Provisions of Energy Consumption Information to Final Consumers  
*Brussels, 21 January 2016*

LOCQUET Koen, Chair of the CEER Implementation, Benchmarking and Monitoring Working Group, The 2016 Market Monitoring Report: lessons learnt and way forward: European Paper Week.  
*Brussels, 23 November 2016*

LO SCHIAVO Luca, Member of the CEER Distribution Systems Working Group, EDSO Policy Workshop  
*Brussels, 13 October 2016*

LO SCHIAVO Luca, Member of the CEER Distribution Systems Working Group, 2016 EU-India Smart Grids Workshop  
*Borholm, 1 September 2016*

LORD MOGG, CEER President, EU Agencies Forum  
*Brussels, 6-7 December 2016*

LORD MOGG, CEER President, Citizens' Energy Forum,  
*London, 23-24 April 2016*

LORD MOGG, CEER President, EC-IEA Roundtable on energy market design and regulation  
*Brussels, 18 February 2016*

LORD MOGG, CEER President, ENA 2nd Annual Energy Customer Conference  
*Birmingham, 21 January 2016*

PRIETO Rocío, Co-chair of the CEER LNG Task Force, and FREEMAN Ed, Co-chair of the CEER Gas Storage Task Force, 29th European Gas Regulatory Forum  
*Madrid, 6-7 October 2016*

PREINSTORFER Dietmar, Member of the CEER International Cooperation Group, 5th Eastern Partnership workshop  
*Vilnius, 12-13 April 2016*

SHORTALL Una, CEER Deputy Secretary General, NARUC/USAID Southeast Europe Regulatory Bridge: Regulating Electricity Distribution Networks and Supply Functions in a Competitive Retail Market Environment Technical Workshop,  
*Skopje, 3-5 February 2016*

VAN EVERCOOREN Dirk, Chair of the CEER Customer Empowerment Task Force, Universiteit Gent/Power-Link IEE Empowering project Final Conference  
*Brussels, 16 March 2016*

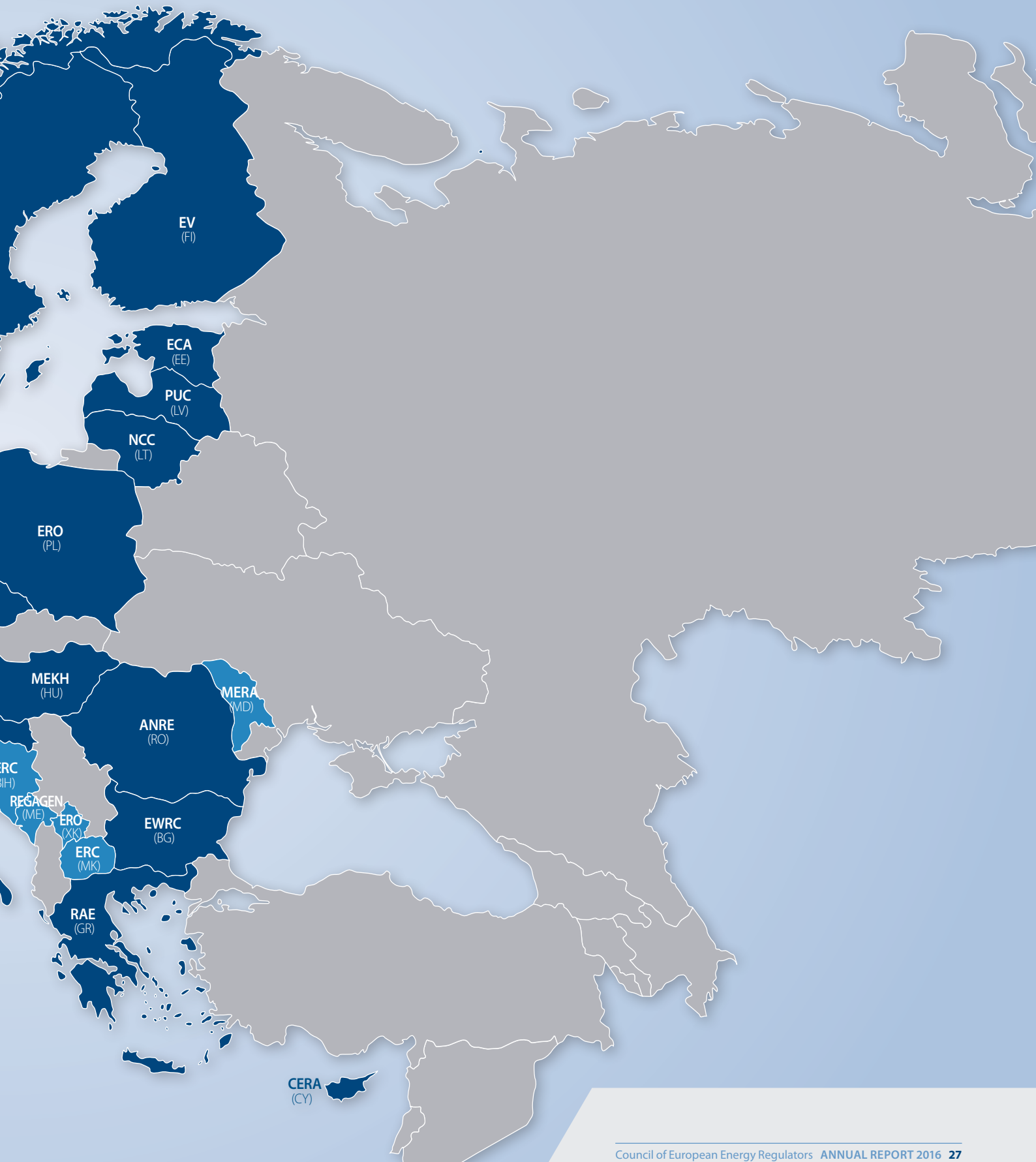
WIDEGREN Karin, Member of CEER Distribution System Working Group, Citizens' Energy Forum  
*London, 23-24 February 2016*


# APPENDIX IV

## MEMBERSHIP









Want to find out more about the Council of European Energy Regulators?

Our public documents are freely available for download from our website or can be obtained directly from the CEER Secretariat.

We also produce tailored communication 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.

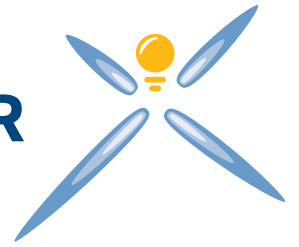
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