

‘Active consumer – Vulnerable consumer’

Co-organised by ENTSO-E, National Energy Action and the Florence School of Regulation

The Clean Energy for all Europeans package rightly emphasises the need to put the customer at the centre of the energy system. Customers need to be better informed and have more choices, and for customers to be more active and access all markets, dynamic prices are needed.

However, more than 50 million of EU households are considered energy poor or vulnerable. They rightly expect new legislation to protect them. Some argue regulated prices are the solution to address energy poverty. But avoiding customers receiving the right price signals may prevent active customers to rise.

Are measures for active customers, negative for vulnerable customers? What concrete projects has the EU funded to help vulnerable customers make use of new technologies to reduce energy bills? Is the newly established EU energy poverty observatory a good step on the EU fight against energy poverty? What are the provisions for active and for vulnerable customers in the new package? What should be emphasized in addition?

The panel includes all parties: from the industry to consumers’ organisation, from policy makers to researchers.

The session will take place on **June 5** from **14h00-15h30** at the **Residence Palace, Room ‘Maelbeek’**.

AGENDA

5 June 2018	
14h00-14h05	<p><i>Introduction</i></p> <p>Susanne NIES, Strategy and Communications Manager, ENTSO-E</p>
14h05-14h15	<p><i>Opening Words</i></p> <p>Theresa GRIFFIN, Member of the European Parliament</p>
14h15-14h35	<p><i>Presentation of the SMART UP (Horizon 2020) project</i></p> <p>Marina VARVESI, SMART UP Project</p>
14h35-14h50	<p><i>Presentation of the REACH (Intelligent Energy Europe) project</i></p> <p>Slavica ROBIC, REACH Project</p>
14h50-15h30	<p><i>Panel discussion & Q&A</i></p> <p>Elizabeth ERRINGTON, Senior Policy Researcher, Citizens' Advice Marie-Pierre FAUCONNIER, Vice President, CEER Theresa GRIFFIN, Member of the European Parliament Wioletta DUNIN-MAJEWSKA, Policy Officer, Energy Poverty Observatory, DG ENER Slavica ROBIC, REACH Project Marina VARVESI, SMART UP Project</p> <p><i>Moderated by: Pippo RANCI</i>, Florence School of Regulation</p>

QUESTIONS

QUESTION	WHO RESPONDS
<i>Q1: How do active customers and vulnerable customers relate? The same? Different?</i>	Elizabeth ERRINGTON Marie-Pierre FAUCONNIER
<i>Q2: What concrete projects has the EU undertaken to help vulnerable customers make use of new technologies to reduce energy bills?</i>	Theresa GRIFFIN
<i>Q3: Is the newly established EU energy poverty observatory a good step on the EU fight against energy poverty?</i>	Wioletta DUNIN-MAJEWSKA
<i>Q4: What are the provisions for active and for vulnerable customers in the new package?</i>	Wioletta DUNIN-MAJEWSKA Slavica ROBIC
<i>Q5: What should be emphasized in addition?</i>	Marina VARVESI Marie-Pierre FAUCONNIER