



ACER “A Bridge to 2025” Publication

Consumers and Retail markets Proposals

Fostering energy markets,
empowering **consumers**.

Patricia de Suzzoni, Chair of CEER’s Customers and Retail Markets WG
Brussels, 23 September 2105

Overview of our key proposals

- Establish common criteria for a **well-functioning retail market** and develop a Roadmap aimed at competitive, reliable and innovative retail markets by 2025
- Ensure that **consumers continue to be properly protected** as these changes occur
- Give consumers further **rights and tools to empower** them to participate actively in energy markets (principally through the development of the CEER-BEUC Consumer Vision)



Develop a well-functioning retail market

- Establish **common criteria for a well-functioning retail market** and develop a **Roadmap** aimed at competitive, reliable and innovative retail markets by 2025
- Establish key features of a retail market design to provide a level playing field
- Determine minimum **standards to remove market barriers**
- Develop guidance to **facilitate phasing out of regulated end-user prices as soon as practicable**



Facilitate a more active participation by smaller consumers in the markets

- Establish a toolbox of good practices
- Prepare a **Roadmap to secure reliable 24 hour supplier switching**
- Simplify the comparability of offers available in the market
- Develop further and apply the **“RASP principles” of CEER 2020 Vision** into practical actions to enable market development across Member States, while protecting and empowering consumers



Retail market integration

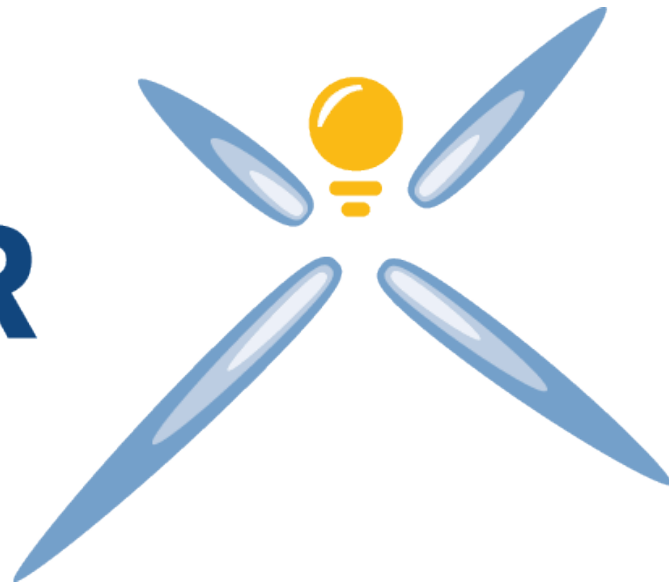
- Identify market distortions through effective market monitoring
- Examine the scope of the potential for retail market integration at both regional and European levels



Thank you for your attention!

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