

‘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.

Panellists

Agenda

Introduction: Susanne Nies, ENTSO-E 5 min

Opening words by Theresa Griffin, MEP 10 min

Presentation of the SMART UP (Horizon 2020) project 20 min

Presentation of the REACH (Intelligent Energy Europe) project 15 min

Panel discussion & Q&A 35 min

SMART UP speaker

REACH speaker

Theresa Griffin, MEP

Wioletta Dunin-Majewska, Policy Officer in charge of Energy Poverty Observatory, DG ENER

**Marie-Pierre Fauconnier
Vice President, CEER**

Elizabeth Errington, Senior Policy Researcher, Citizens' Advice

Q&A and Conclusions by Leonardo Meeus, Professor, Florence School of Regulation

To be confirmed
