

WORKSHOP ON WAYS OF IMPROVING PARTICIPATION OF CONSUMER REPRESENTATIONS IN THE REGULATORY PROCESS

8 September 2010, 10:00 – 16:15
Energy Community Secretariat, Am Hof 4, 1010 Vienna

Draft Agenda

Chair: Edin ZAMETICA, ECRB CWG Chairman

Registration 9:30 – 10:00

WELCOME ADDRESS AND INTRODUCTION 10:00 – 10:10

Welcome Address

Slavtcho NEYKOV, Director of Energy Community Secretariat

SESSION 1 10:10 – 11:30

EU Perspective

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| 1 | Protection of consumer rights and development of competitive retail market (energy consumer checklist)
<i>Blanca Andres Ordax, European Commission</i> | 10:10 – 10:30 |
| 2 | ERGEG's activities in the field of customer protection (transposition of consumer rights and consumer protection instruments in EU MS)
<i>Ms. Ulrike Zeilinger, Consumer Affairs, E- Control, ERGEG</i> | 10:30 – 10:50 |
| 3 | Involvement of customer protection organizations in the regulatory process- experience of BEUC/Consumer Focus
<i>Mr. Prashant Vaze, Consumer Focus</i> | 10:50 – 11:10 |
| 4 | Discussion | 11:00 – 11:30 |

Coffee Break 11:30-12:00

SESSION 2-Part 1 12:00– 13:50

Involvement of customer protection organizations in the regulatory process- experience in Contracting Parties and Observers

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| 1 | ECRB contribution to customer protection issues
<i>Mr. Edin Zametica, ECRB CWG Chairman</i> | 12:00 – 12:20 |
| 2 | Regulatory authorities' perspective (responsibilities, communication, main concerns) <ul style="list-style-type: none">– HERA (Croatia)
<i>Mr. Lahorko Wagmann, Head of Electricity Department</i>– ERC (FYR of Macedonia)
<i>Mr. Straso Zafirovski, Head of Electricity Department</i> | 12:20 – 12:35
12:35 – 12:50 |

	– REGAGEN (Montenegro) <i>Ms. Mila Dautovic, Analyst/PR Specialist</i>	12:50 – 13:05
	AERS (Serbia) <i>Mrs. Dragana Josimovic, Head of Legal Department, AERS (Serbia)</i>	13:05 – 13:20
3	Discussion	13:20 – 13:50
	Lunch Break	13:50 – 15:00

SESSION 2-Part 2	15:00– 16:45
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1	Perspective of customer protection organizations (responsibilities, representation, communication, main concerns)	
	– “LINK’s support to the establishment of an Association of customers on the energy market in Bosnia and Herzegovina, with a particular focus on education of consumers on their rights and responsibilities“ <i>Mr. Tomislav Majic, Mr. Velibor Sudar, LINK Mostar (Bosnia and Herzegovina)</i>	15:00 – 15:20
	– Energy Efficiency moments in Serbia <i>Mr. Zoran Nikolic, National customer protection organization, Serbia</i>	15:20 – 15:40
2	Discussion	15:40 – 16:00

CONCLUDING REMARKS	16:00 – 16:15
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Edin ZAMETICA, ECRB CWG Chairman