



# POWER2PEOPLE

29 November 2021 – Digital event  
14:00–16:00 (CET)

## PROGRAMME

### Welcome & Opening

14:00	Welcome remarks	<b>Charlotte Renaud</b> Market & Customers Head, Eurelectric	
14:05	Key take-aways from <a href="#">“15 pledges to customers”</a> implementation	<b>Wytse Kaastra</b> Managing Director Utilities Accenture	<b>Sanda Tuzlic</b> Managing Director Energy Transition Services, Accenture

### Delivering the 15 pledges to customers: opportunities & challenges

14:20– 14:55		<b>Chair: Zuzana Sadlova</b> Eurelectric’s WG Retail Market Design Vice-Chair, Regulatory Specialist at CEZ Group
	Choice – Crowdfunding	<b>Gaël Le Boulch</b> Open Innovation Executive, EDF
	Control – Solar Communities	<b>Alice Kleba</b> Local Energy Communities Manager, EDP
	Customer experience – Enel X Store	<b>Chiara dalla Chiesa</b> Eurelectric’s WG Customers and New Services Chair Head of Strategic Marketing, Enel X

### How can we collectively engage customers in the energy transition?

14:55	Presentation of Eurelectric 15 Policy Asks	<b>Alain Taccoen</b> Eurelectric’s Customers & Retail Services Committee Chair, EDF
15:05 (50 min)	Panel debate chaired by:	<b>Dara Lynott</b> Chief Executive Officer, Electricity Association of Ireland
	<b>Dimitri Vergne</b> Team Leader Sustainability, BEUC	<b>Massimo Serpieri</b> Team leader – Retail market legal issues, DG ENER, EC
	<b>Rita Mota</b> Eurelectric’s WG Retail Market Design Chair, EDP	<b>Marine Cornelis</b> Executive Director and Founder, Next Energy Consumer
15:55	Concluding Remarks	<b>Alain Taccoen</b> Eurelectric’s Customers & Retail Services Committee Chair, EDF

16:00 End of Event

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