

Friends, not foes. Customers, utilities and the unfolding retail (r)evolution

4 December, 2014

Hotel Renaissance, Rue du Parnasse 19, 1050 Brussels

8h30 Registration

9h00 *Keynote address*

Bringing the benefits of the internal energy markets to consumers

Jan PANEK

Head of Unit, Retail Markets, DG Energy
European Commission

9h15 *Setting the scene*

Electricity for retail customers: Which future are utilities building?

Christophe BROGNAUX

Senior Partner & Managing Director
Boston Consulting Group

Session I – Customers first: Are utilities listening?

Chair and Moderator

Marco MARGHERI

Outgoing Chairman of EURELECTRIC Retail
Customers Committee & SVP, Public Affairs, Edison

09h45 Putting the customer first

Alistair McGIRR

European Affairs Manager
SSE

Kalina TRIFONOVA

Member of the Management Board
EVN Bulgaria

10h15 Customers Relationship 2.0: Delivering insight, increasing awareness

Laurence CARPANINI

Smart Energy Leader, Europe
IBM

10h35 *Ping-pong session*

Your ideas create change: The evolving customers-utilities relationship

Alistair McGIRR

European Affairs Manager
SSE

Monika STAJNAROVA

Economic Officer
BEUC – The European Consumer Organisation

11h20 Coffee break

Session II – Transparency: Who is paying for what?

Chair and Moderator

Philip LEWIS

CEO & Founder
VaasaETT

11h50 Market Monitoring Report 2013: Retail markets under the spotlight

Martin GODFRIED

Senior Expert & Team Leader, Policy and Market
Monitoring
ACER

12h10 Shedding light on the energy 'black box'

Adam SCORER

Director of Consumer Futures
Citizens Advice

12h30	Who's fooling who?	Giuseppe LORUBIO Head of Retail Customers Unit EURELECTRIC
12h45	<i>Ping-pong session</i> Policy and Regulation: A stumbling block or lever for increased transparency?	Roel KALJEE Vice-Chairman of EURELECTRIC Retail Customers Committee & Manager, Retail, Energie-Nederland
		David ORTEGA Deputy Director Organización de Consumidores y Usuarios (OCU)

13h30 Networking Lunch

Session III – Customer engagement: The role of innovation

	Chair and Moderator	Antonio COUTINHO Incoming Chairman of EURELECTRIC Retail Customers Committee & Member of the Executive Board, EDP Commercial
14h45	A tale of two customers: The future of value-added services	Antonio COUTINHO Incoming Chairman of EURELECTRIC Retail Customers Committee & Member of the Executive Board, EDP Commercial
15h05	Demand Response: Or ask not what energy can do for you; ask what you can do for the energy system!	Heli LUMMAA Product Manager Fortum
15h25	Unlocking energy savings through behavioural efficiency	Simon HILL VP, Regulatory Affairs, EMEA Opower
15h45	<i>Panel debate</i> Innovation & utilities: Pioneering or lagging behind?	
	<i>Previous Speakers + Additional Panellists</i>	
	Mauro FANFONI SVP, Commercial Planning, Marketing and Innovation Eni	Jan PANEK Head of Unit, Retail Markets, DG Energy European Commission
	Simon HILL VP, Regulatory Affairs, EMEA Opower	Christelle MANACH Marketing product manager Netatmo

Concluding Remarks

16h30	Hans ten BERGE Secretary General EURELECTRIC
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End of the conference

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