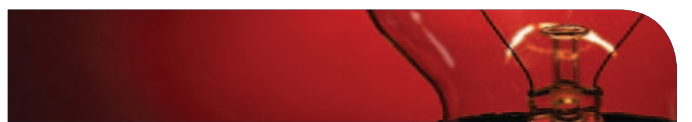


CEER



ANNUAL REPORT 2011





Council of European Energy Regulators

2011 Annual Report



2011 Annual Report of the Council of European Energy Regulators

This report provides highlights of the activities of the Council of European Energy Regulators (CEER) for the period 1 January 2011 to 31 December 2011. Where relevant, reference is made to the activities of the European Regulators' Group for Electricity and Gas (ERGEG), the former advisory body of the European Commission on internal energy market issues. With the Agency for the Cooperation of Energy Regulators (ACER) becoming fully operational (in March 2011), ERGEG was dissolved as of 1 July 2011.

Purpose of this Annual Report

During 2011, CEER worked on a broad range of technical issues. In electricity, this included energy efficiency, renewable energy support schemes, generation adequacy treatment, smart grids, and our tri-annual benchmarking report on quality of supply.

In gas, CEER worked on a vision for a gas target model, congestion management procedures for transmission pipelines, hub services, open seasons, capacity allocation and congestion management for storage, as well as LNG (congestion management and anti-hoarding, and transparency issues) and the role of regulators in security of supply. CEER also worked extensively on the interdependencies of energy and financial markets, market integrity and regulatory oversight.

The London Forum showcased our work on a wide range of customer issues from complaint handling and price comparison tools that help customers compare offers to alternative dispute resolutions, electricity and gas smart meters, demand response and retail market design.

Rather than providing a detailed summary of our many activities, this report highlights some of our key achievements in 2011. These achievements can be viewed in the context of the 5 priorities of the European Commission's Energy Strategy 2011-2020:

1. An efficient use of energy that translates into 20% savings by 2020;
2. An integrated market, providing competitive prices, choice and security of supply;
3. Technological leadership delivering innovative and cost-efficient solutions;
4. Empowering and protecting consumers and providing them with secure and safe energy; and
5. Strong international partnerships, notably with our neighbours.

A list of reports, consultations and press activity can be found in the Appendices to this report. Further information can be found on our website www.energy-regulators.eu

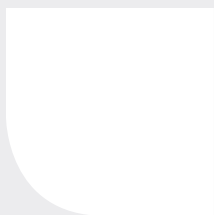
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President's Statement

The need to put customers at the centre of EU energy policy

A year ago, I paid particular tribute to the Belgian Presidency which, for the first time, had most clearly focused the Council's attention on the customer-related aspects of European energy policy and had highlighted the important role of the Citizens' Energy (London) Forum.

Through CEER, energy regulators have also contributed significantly to promote a more customer-focused approach to energy policy development. In addition to our work on specific issues (such as demand response or complaints), we are striving to plant customer issues at the heart of all our work. For example, we have addressed smart grids and smart metering from the customer perspective. We have asked what use/benefits a customer should be able to expect from smart metering/smart grids and we have pointed to possible risks such as privacy concerns.

"At the broader level of stakeholders, a customer focus similarly needs to be applied to the technical work being undertaken on behalf of customers, be it in relation to network codes, energy efficiency, energy infrastructure regulation or wholesale markets."

A customer-focused process is key to ensuring that customer needs are balanced

efficiently against other objectives.

The challenge of helping customers to participate more fully in energy debates at the right time and at the right level is also centrally important. For many years, we have consulted customers, as we do for all stakeholder organisations, and we remain fully committed to placing customers at the very centre of energy policy.

The London Forum was established 3 years ago. We see it as a major event to hear the views of customers on the policies that are emerging as well as their perspectives on what policies they believe need to be developed.

A customer-focused approach cannot, however, be confined to the annual London Forum. For customers to be genuinely at the heart of EU energy policy development, their concerns should be reflected in the agendas of the Madrid and Florence fora. Even though much of the focus of these fora is very technical, the possible consumer perspective should be spelt out. As regulators, we shall do everything possible to enhance our dialogue with customer bodies to improve our understanding of their perspectives, particularly as we identify our priorities for the achievement of the Internal Energy Market by 2014.

Transparency

At CEER, we fully embrace transparency be it from the perspective of our own organisational workings to our efforts across the energy sector to the benefit of all



stakeholders. This is an ongoing process. I particularly welcome the fact that regulators have been praised for their past efforts in promoting transparency. Notably by winning the Energy Transparency Award (ETA) 2011, we are pleased that our contribution to the conception and implementation of a market integrity and transparency regulation for energy trading has been recognised by the third party who nominated us, by the ETA independent selection committee and by the European Commission and stakeholders who supported establishing the right overarching legislative framework and developing proper implementation like data reporting and the detection of abuse.

I should also record my appreciation of our former colleague and friend, Asta Sihvonon-Punkka, the former Finnish energy regulator. Asta contributed enormously over several years and was honoured by winning the Eurelectric Award 2011 for her record of promoting European electricity market integration.

CEER's wider vision

ACER, the Agency, is essentially the body for the cooperation of the EU's national energy regulators. CEER can look more widely. In November 2011, CEER, as that wider platform for regulators, agreed to invite the national regulatory authorities of EFTA and EU accession countries to participate fully in our work as Observers. Such participation may be helpful to these countries on their path towards EU membership, and the full obligations this will entail in terms of implementation of EU energy law. Our broader vision is consistent with the initiatives of the European Commission in promoting energy market integration and regulatory convergence with the Union's neighbours.

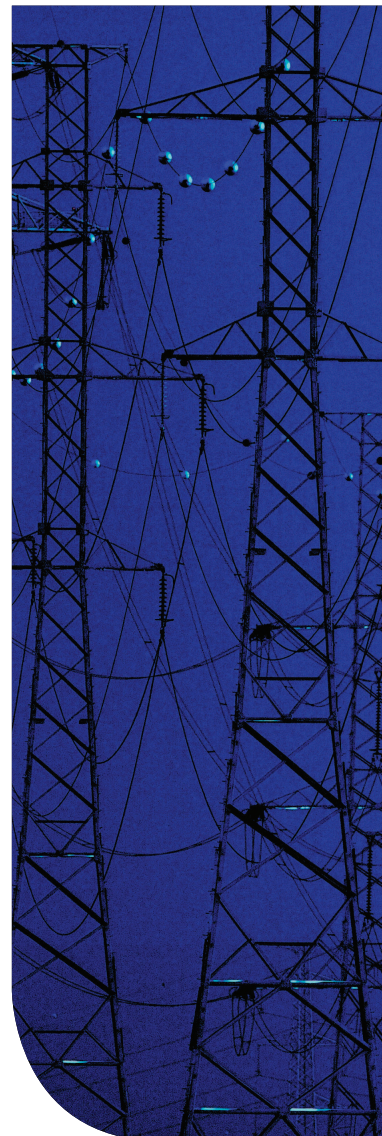
"In widening the scope of our geographical coverage, we have defined a broader vision of our role as an independent association of regulators, working to promote sound regulatory practices and competitive markets within and beyond Europe's borders."

We believe that our experience in promoting cooperation and exchange of best practices with non-EU regulators is an opportunity which should be of real value in the framework of the development of a new integrated approach to EU external policy. Indeed, building upon our positive experience of partnerships with key suppliers and transit countries, we have offered to the European Commission our independent expertise to contribute to developing the EU-Russian energy relationship. As we currently do for the Eastern Partnership, we are willing to contribute to European external energy policy in a way the Commission considers would be helpful.

Finally, may I add a word of thanks to our Secretariat. They have been tireless in ensuring the smooth transition to the establishment and early development of the Agency and the gradual adaptation of CEER and the regulators themselves in the new environment over the past year. Personalities have changed. Fay Geitona's move to ACER and the appointment of our new Secretary General, Natalie McCoy, will, I have no doubt, continue the effective collaborative relationship between ACER and CEER.



Lord Mogg
CEER President



1 - Introduction to energy regulatory cooperation at EU level

CEER

CEER is the voice of Europe's energy regulators at European and international level. Since 2000, Europe's national energy regulators have been voluntarily cooperating through CEER in an effort to create a single EU energy market to the benefit of all consumers.

The dissolution of ERGEG

In 2003, the European Commission decided to establish ERGEG as its official advisory body (e.g. in drafting energy legislation) on internal energy market issues. CEER worked as a preparatory body for ERGEG. In some ways, ERGEG became a victim of its own success. Having served as a successful example for this model of regulatory cooperation at European level, it led to the establishment of ACER. ERGEG, as the forerunner to ACER, was dissolved on 1 July 2011.

The birth of ACER

The third energy liberalisation legislative package (3rd Package) provided for the creation of ACER. ACER is a European Community body with legal personality. ACER's creation is a significant shift in energy regulation. Unlike ERGEG, ACER has the status of being an EU Agency and has its own staff and resources. The ACER offices in Ljubljana were officially opened on 3 March 2011, at the same time as the 3rd Package entered into force. ACER has a central role in the development of EU-wide network codes that are critical for an integrated EU energy market, in particular in setting the framework guidelines with which the codes must comply and in its oversight of the European Network of Transmission System Operators (ENTSOs) in electricity and gas.

Regulators work together in ACER

ACER is much more than a staff of 50 persons in Ljubljana. As its name clearly indicates, ACER's "raison d'être" is the cooperation of energy regulators, and indeed the national regulatory authorities (NRAs) are the mainstay of ACER's activities. Being an EU Agency, ACER provides the institutional framework for NRAs to cooperate. The Board of Regulators – one of the governing bodies of the Agency – is comprised of the European Union's NRAs. These NRAs contribute significantly to ACER's Working Groups, including by chairing them.





CEER continues to flourish

Following the dissolution of ERGEG on 1 July 2011, ACER's responsibilities include some work which had previously been undertaken by ERGEG (e.g. framework guidelines and the Regional Initiatives), while other tasks formerly carried out by ERGEG (e.g. customer issues) will continue through CEER.

Regulators' cooperation through CEER spans key areas of pan-European significance which lie outside of ACER's priorities (e.g. customer issues, smart grids and smart meters, sustainability and international strategy issues). In its formal capacity, ACER brings together the regulators of the 27 EU Member States and has an overall priority of realising Europe's Internal Energy Market (IEM) by the 2014 target set by the European Council in February 2011.

CEER's membership and activities provide a broader vision of Europe's energy landscape, both within and beyond EU borders. CEER is committed to serving as the voice of national regulators at international level. CEER also provides a platform for the regulators of the EEA, EFTA and EU accession countries to be heard and contribute to promoting the sound development of Europe's energy sector.



3rd Package – the foundation for success

We monitored implementation of the 3rd Package (which was due to come into force in March 2011) through quarterly internal surveys, sharing our findings with ACER and the European Commission.

In order to facilitate the emergence of an integrated and competitive European gas market, CEER has taken the lead in chairing a process of engaging stakeholders in developing a Gas Target Model. It is a longer term vision facilitating the efficient implementation of the 3rd Package, with its related framework guidelines and network codes.

In addition, the 3rd Package makes NRAs responsible for empowering customers and promoting competitive markets in their interest.

What's next?

- CEER will continue to monitor 3rd Package implementation and to hold a series of closed workshops with the European Commission, Member States and ACER on practical implementation issues for NRAs.
- We will monitor implementation of the new responsibilities in customer protection and empowerment bestowed on NRAs.
- CEER will continue to provide help (as and when requested) to ACER on institutional and organisational issues as it tackles challenges such as the national registers and implementation of the Regulation on Energy Market Integrity and Transparency (REMIT) provisions.

2 - CEER's support to ACER

Handover of the framework guideline process

Working "as if" it were ACER (i.e. respecting the deadlines and procedures set out in the 3rd Package and following the step-by-step process which the regulators had developed), ERGEG (at the European Commission's request) tested the framework guideline process over the course of the 18 months before ACER took over in March 2011. ERGEG developed its proposals applying the highest possible level of transparency and stakeholder involvement. We then carried out a comprehensive review of the framework guideline process in an effort to determine the level of stakeholder trust in a process which the regulators had themselves developed and tested. The result was a set of recommendations provided to the Director of ACER to assist the Agency in taking over responsibility for framework guideline development.

"At the time of becoming formally operational, the Agency only had a fraction of its staff complement; and yet, it managed immediately to become fully functional and to issue, the very same day, its first two consultation documents. This has been made possible by the significant preparatory work which the European Regulators' Group for Electricity and Gas (ERGEG) had carried out over the previous eighteen months. The cooperation with NRAs is, indeed, the mainstay of the Agency's role and activities, as and beyond what its name indicates."

Extract from ACER Work Programme 2012

Passing the torch of the Regional Initiatives

Since setting up the Regional Initiatives in 2006, regulators have taken a lead role in facilitating regional market integration and the move towards a single energy market in Europe. In the run up to ERGEG's dissolution in July 2011, we worked closely with ACER to ensure a smooth handover of the Regional Initiatives to ACER.

First in the Project Coordination Group (PCG) and later in the Ad Hoc Advisory Group, regulators led a multi-stakeholder dialogue for voluntary and practical implementation of market integration projects across European regions. The fruits of this work continue now under ACER, in the retitled ACER Electricity Stakeholder Advisory Group (AESAG).

3 - Promoting customers' interests

"Smart meters in themselves do not save energy or lead to more active customers. So we began to think about what is necessary for a demand response market to really take-off. Clearly, the customer is a crucial player."

Patricia de Suzzoni, Chair of CEER's Retail Markets and Customers Working Group

Once again, we responded to the specific requests of the London Forum in carrying out numerous projects including on smart meters, complaint handling, retail market design and the regulators' role in customer protection. CEER's significant presence (6 presentations) in the 2011 London Forum programme is testimony to our commitment and contribution to customer issues. A common thread running through CEER's work is customer empowerment and building customer trust in the market.

But, customer issues are not something that should sit linearly to one side of core electricity and gas issues. This is why we have taken a pro-active role to place the customer and the London Forum at the centre of EU energy policy development. During 2011, we held four workshops on customer topics and consulted on 3 consumer-related reports. We believe our customer work makes a valuable contribution to improving the lot of customers.

We felt it important to specify the basic services that should be rendered to customers in deploying smart meters so that smart meters actually assist in the active participation of customers. The result was a suite of 28 recommendations on minimum services that should be provided to customers by smart meters. We also published information on Member States' experiences in conducting cost-benefit analyses of smart meters.

In addition, our 2011 public consultation paper on smart meters and demand response has a customer focus. In fact, it identifies a total of seven stakeholders as the key enablers of demand response and outlines the different roles and responsibilities each must play in order to enable demand response.

In parallel, we have developed recommendations aiming at building customer trust and greater customer engagement in the energy market, through our draft GGP on retail market design, where we focus our attention on two key processes directly involving customers: switching and billing.





What have we achieved in 2011?

Our draft advice on web-based price comparison tools (including case study examples) should make it easier for customers to compare offers, overcoming problems with choice and information overload.

We promote smart metering in a way that meets consumers' needs and enables demand response.

We also completed our 5th benchmarking report on electricity quality of supply. This report examines continuity of supply, voltage quality and commercial quality.

What's next?

- We have called on EU policy makers and stakeholders to identify priorities for the Internal Energy Market (due to be in place by 2014) so that it works for consumers. This could take the form of an EU target model for customer and retail market issues (similar to what we have prepared this year for gas).
- We encourage the European Commission to reflect the London Forum issues in the agendas of the Madrid and Florence fora and to take a profound look to make sure that the needs of consumers are a critical element of European Commission proposals and that they translate into benefits for consumers.
- We encourage consumer associations to spell out clearly what consumers want and need.
- We are fully committed to listening to stakeholders and incorporating customer-focused views in our activities for the years to come.

4 - Shaping legislative proposals

During 2011, we advised the co-legislators (European Commission, Parliament and Council) on three key legislative proposals: the Regulation on the Energy Market Integrity and Transparency (REMIT), the Regulation on Energy Infrastructure and the Energy Efficiency Directive.

Much of our analysis and suggestions on the draft Energy Efficiency Directive were an effort to improve the lot of customers.

During the first half of 2011, as the European Commission prepared its legislative proposals on energy infrastructure, we provided data to the European Commission and held a series of technical workshops with the European Commission on key elements of the proposals such as cost allocation and financing mechanisms.

In proposing REMIT (December 2011), the European Commission acted upon the joint advice of ERGEG/CESR (the energy and securities regulators). Our advice called for a specific tailor-made regime for transparency and integrity of the energy markets.

In parallel, regulators undertook extensive work on energy trading issues, including recommendations on the oversight of power exchanges and on the creation of a Europe-wide wholesale trading passport.

In addition, our December 2010 advice on draft comitology guidelines formed the basis of the European Commission's (2011) proposals on comitology guidelines on fundamental electricity data.

We also contributed to the development of the European Commission's governance guidelines (for TSOs and power exchanges in market coupling projects).

In addition to participating in meetings and policy debates in the European Parliament's ITRE Committee, we shared our know-how through dedicated training sessions for MEP assistants.

"As independent regulators with a duty to protect the public interest, CEER members are only too pleased to provide data, expertise and independent advice to MEPs on specific policies in an effort to ensure that the end legislative proposals best serve the market and consumers."

Natalie McCoy, CEER
Secretary General



"We championed a tailor-made regime for energy trading and encouraged the European Commission to have a more holistic approach to the various financial market reforms."

Johannes Kindler, CEER
Vice President

5 - Guiding the EU energy policy debate

"To provide clarity on the path to an integrated gas market for Europe, a vision was needed. We successfully designed a Gas Target Model which has broad stakeholder support. The next step is making the target a reality. For this, all stakeholders will need to take responsibility in working hard to achieve the end goal."

Walter Boltz, CEER Vice President

What have we achieved in 2011?

Target model for the internal gas market

We have met the goal set by the Madrid Forum (in September 2010) for the regulators and the European Commission "to explore, in close cooperation with system operators and other stakeholders, the interaction and interdependence of all relevant areas for network codes and to initiate a process establishing a Gas Target Model (GTM)". CEER took the lead in chairing and coordinating this process. Mindful of the importance of stakeholder buy-in, as well as presenting our draft regulatory vision for stakeholder consultation, we organised five stakeholder workshops between December 2010 and September 2011.

CEER responded to a number of European Commission public consultations, including on the review of the Markets in Financial Instruments Directive (MiFID); the Europe 2020 project bond initiative; the future of VAT – towards a simpler, more robust and efficient VAT system; the Energy Roadmap 2050; and the external dimension of EU energy policy. We also contributed regulatory expertise to several working groups of the European Commission, including the Task Force on Smart Grids and DG SANCO's working group on Alternative Dispute Resolution.

Driving policy

At the request of the European Commission, we undertook a wide range of detailed technical work for the EU Regulatory fora (Madrid, Florence and London fora). We advised the European Commission (at their request) on the issue of analysing the regulatory access to wholesale energy trading as another key element to ensuring the integrity of energy trading in Europe. Also at the request of the European Commission, we led stakeholders in preparing a catalogue of measures to prevent and mitigate VAT fraud in wholesale electricity and gas markets. Regulators take a leading role, (including through the London Forum) in promoting customer issues, and providing recommendations on a range of policy areas.

"We the signatories hereby confirm our commitment to take action within our respective competences and legal frameworks and to cooperate with other stakeholders at European and national level to minimise the threat of a spill-over of VAT fraud into electricity and gas trading in the short and medium term..."

...We therefore call upon national tax administrations and also the European Commission (DG TAXUD) to study potential long-term fiscal measures that could permanently remove the risk of VAT fraud from electricity and gas markets."

Extract from the Joint Statement (by 9 energy stakeholders) on VAT fraud prevention in the electricity and gas sector.

6 - Preparing for change - new and smarter infrastructure

Some interesting data!

The path to smart grid roadmaps:

- 3** EU countries have a national roadmap
- 11** countries are developing their roadmap
- 3** countries have undertaken a cost-benefit analysis of smart grids
- 6** countries are planning or doing a cost benefit analysis

Extract from the CEER status review of regulatory approaches to smart electricity grids

The primary objective of EU energy policy and legislation, and also of the NRAs, is to promote a competitive, secure and environmentally sustainable internal market in electricity and gas.

These EU energy objectives underpin all of our areas of work from our long standing efforts to improve market integration, to our review of generation adequacy treatment, to our internal analysis of the different investment conditions in European countries. Regulators play an important role in incentivising network operators to adopt smart grid solutions and to integrate new and best technologies that will benefit society as a whole. We provided data and expertise to the European Commission when it was drafting the Regulation on Energy Infrastructure. Whilst it focuses on new infrastructure, we firmly believe that existing infrastructure must be fully exploited so as to build a secure energy future.

Smart Grids

Smart grids are a cross-cutting issue for infrastructure development, the fight against climate change and network regulation.

CEER acts as a key facilitator of the development of smart (electricity and gas) meters and smart grids. Our activities include organising public consultations and workshops, providing technical and policy advice to the European Commission and engaging with European standardisation bodies (CEN, CENELEC and ETSI) and consumer associations. Our review of smart grids focuses on regulatory challenges, innovation and demonstration projects, cost-benefit analyses for the demonstration and deployment of smart grids, potential performance indicators and incentive schemes for regulating the network outputs.

"Smartness should ultimately result in reduced costs for society as a whole, improved efficiency and customer benefits."



What's next?

- Regulators will continue to analyse the state of Europe's networks, in an effort to understand if they are 'fit for purpose' through the development of guidelines of good practice on generation adequacy treatment in electricity. Understanding obstacles as well as good practices as regards generation adequacy are important to being able to maintain a good level of security of supply and sufficient network capacity levels.
- We will continue to work with and advise the European institutions in the finalisation of a Regulation on Energy Infrastructure, to ensure efficient and necessary infrastructure investments go ahead.
- In gas, we will update our recommendations on open season procedures, which help to identify infrastructure needs, and we will develop advice on auctions and network development plans, as mechanisms for the identification and allocation of incremental capacity.
- We will also continue our focus on smart meters and grids, first by undertaking an internal review of our priorities and activities overall in this field and also through our examination of the management and transmission of metering data, an essential issue in the application of these

7 - Taking climate change and sustainability seriously

We are working to influence the pace and direction of sustainable development in Europe

Energy Efficiency

The European Commission adopted on 22 June 2011 a proposal for an Energy Efficiency Directive with the ambition to close the gap to the EU's 20% energy savings target. We provided expert input to the co-legislators during the co-decision procedure on the draft Directive, focusing in particular on consumer issues such as smart meters, information and billing which customers can best understand.

EU role in setting the global agenda for safe, competitive and low carbon energy

In heading up the Climate Change working group of the International Confederation of Energy Regulators (ICER), CEER is a leading voice for global action on climate change. We provided input to the ICER report on renewable energy and distributed generation, and the ICER work on case studies of promoting energy efficiency. We also help meet climate change objectives by encouraging the deployment of smart grid solutions where they are a cost-efficient alternative to existing solutions, and smart metering which facilitates demand response.

"International cooperation initiatives promoted at global level by regulators substantially contribute to increasing a common understanding of key issues of the global agenda for safe, competitive and low carbon energy."

Peter Plug, Chair of CEER's Electricity Working Group



Replacing the windows of the CEER office

Some interesting data!

In sixteen European countries, support levels per unit of gross electricity consumed vary from 1 to 22 €/MWh, while the weighted average support is around 7.2 €/MWh (2009). RES-supported electricity accounts on average for 10% of gross electricity generation.

Extract from the CEER Report on Renewable Energy Support in Europe



What have we achieved in 2011?

- The European Commission's Task Force's vision and roadmap of smart grid development and deployment corresponds strongly with our 2010 consultation document on smart grids.
- We published a report on renewable energy support in Europe. We analysed the differences of support schemes and the implications of non-harmonised renewable support.
- In terms of our own efforts to save energy, all the windows in the CEER offices were replaced with double-glazing PVC windows.
- CEER, in cooperation with ICER, organised a workshop on regulatory practices for the promotion of energy efficiency in Brussels during the EU's Sustainable Energy Week. For the event, CEER produced a Factsheet showing examples from around the globe of regulatory practices for the promotion of energy efficiency.



8 - Transparency

We have sought to embed our commitment to transparency in a number of ways, from our efforts to make wholesale markets more transparent, to our guidance to LNG System Operators (LSOs) on the harmonised publication of information, to the way we conduct our public consultations and engage stakeholders in dialogue on an energy future which serves the public interest.

Pilot project as key input to REMIT implementation

At the initiative of our Austrian member, E-Control, CEER ran, over the course of a 6-month period, a highly successful pilot project on an energy trade data reporting scheme to identify potential market abuse.

The project was developed in close cooperation with EFET, the European Federation of Energy Traders, and FORMAET Services as an external consultancy. Great importance was given to the involvement of all relevant authorities and market participants, ensured through the establishment of a steering committee. The final project report gives a brief summary of the current legal framework in the EU with respect to wholesale energy market monitoring and provides recommendations on key aspects of a future European energy reporting and monitoring scheme.



Market integrity and regulatory oversight

The adoption of REMIT creates a framework for protecting energy trading from market manipulation and insider dealing.

Advice provided jointly by the energy and securities regulators in December 2008 contributed greatly to the European Commission's REMIT proposals (December 2010).

Our work on the oversight of power exchanges and an EU-wide trading passport also contributed to the policy debate.



Professor Glachant, FSR Director, opening the ceremonies.

wins!



CEER Vice-Presidents Messrs Boltz, Crea and Kindler receiving the 2011 ETA

"The Selection Committee warmly congratulates the Council of European Energy Regulators for its past achievements and encourages regulators to keep the innovation and transparency track they have so successfully pursued, for the benefit of energy consumers and energy undertakings in Europe."



What have we achieved in 2011?

CEER won the Energy Transparency Award 2011 for our contribution to the conception and implementation of a Transparency Regulation at European scale. This award honours CEER's work on a pilot project and our proactive work on EU legislative proposals. The ETA is an annual competition, organised by the Florence School of Regulation, which recognises a company or institution for their particular contribution to the transparency of energy markets in Europe.



What have we achieved in 2011?

CEER is expanding its vision of Europe: for the first time, data from Switzerland and the Energy Community is included in the CEER benchmarking report on quality of electricity supply.

The 9th US-EU Energy Regulators Roundtable was held in October in Chicago and a bilateral meeting between CEER and FTS, the Russian Federal Regulator, was held in May in St. Petersburg. We also held a meeting with the Latin American regulators in March in Madrid.

Following the nuclear earthquake disaster in Japan, we met with two separate Japanese delegations to explain Europe's energy markets and policies.

We participated in several international events such as the meetings of the Eastern Partnership Platform on Energy Security, the ERRA conference in May and a joint ICER-IGU event in Washington DC in March.

We continue to support the activities of the Florence School of Regulation (FSR), including providing experts for its training programmes and contributing to the International Energy Regulatory Network (IERN) managed by FSR.

9 - Speaking with one voice internationally

Reaching beyond EU borders

In recent years, Member State governments have begun to focus more on the external dimension of European energy policy.

"We welcome the European Commission's initiatives in promoting energy market integration and regulatory convergence with its neighbours and in strengthening the single voice that the EU speaks with on the international scene in the field of energy."

Michel Thiollière, CEER Vice President

For more than ten years, CEER has provided a framework for the exchange of best practices, the promotion of competitive and transparent markets and the development of common approaches to regulatory issues, including providing expertise to neighbouring non-EU countries on the implementation of Europe's energy legislation.

In line with the European Commission's initiatives to promote energy market integration and regulatory convergence with its neighbours, in November 2011 CEER Members (who comprise the NRAs of the EU-27 plus Iceland and Norway) took the strategic decision to create a new category of Observers, offering the possibility for NRAs of EFTA and EU accession countries to participate in our work.

This opens up the door for possibly 5 NRAs (from Switzerland, Montenegro, Turkey, Croatia and the Former Yugoslav Republic of Macedonia) to join our ranks as CEER Observers, benefiting from our successful and established regulatory network and cooperation tools which also work to promote greater understanding of EU energy policies.

Speaking with one voice globally

CEER also maintains a close dialogue with fellow energy regulators around the world, both bilaterally and through the International Confederation of Energy Regulators (ICER), which provides structured contacts and cooperation between more than 200 energy regulators worldwide. Our President, Lord Mogg, is also the ICER Chair. We also fully participate in ICER's four virtual working groups, and we chair the ICER working group on climate change. Our international dialogue with gas producers has shown that regular exchange of information helps improve mutual understanding and thus contributes to securing energy supply to Europe. The international regulatory community will showcase its joint ICER work at the Fifth World Forum on Energy Regulation in Quebec, 13-16 May 2012.



Quebec City - 13 to 16 May 2012

10 - Fostering stakeholder trust and engagement

Properly engaging stakeholders

One of our major objectives is to ensure that stakeholders are properly involved and consulted. This is particularly important in the process of developing framework guidelines and network codes as the codes may become legally binding. This is why we comprehensively reviewed our own framework guidelines process before the handover to the ACER Director in March 2011.

A total of 9 CEER/ERGEG public consultations took place during 2011.

Apart from formal consultation, we engage with stakeholders in a variety of forms including workshops and meetings, and the multi-stakeholder European regulatory fora (the so-called Florence Forum on electricity, Madrid Forum on gas and London Forum on citizens' energy issues) and, more recently, through social media channels.

CEER not only plays a central role in the substantive issues being discussed at the fora but we also take much away from the fora in listening to stakeholders.

Stakeholder feedback helps shape our 2012 Work Programme

Once again, CEER publicly consulted on its draft work programme for the year ahead, which helped us prioritise the most important issues to address in 2012.

The work programme also serves to facilitate stakeholders' planning and their contributions to our work. A rolling 6-month calendar of public consultations and future events published on the website (and in the monthly newsletter) provides the latest information and further facilitates stakeholders' planning.



Lord Mogg (CEER), Mr M. Crouch (CEER) and Mr Richard Cowart (RAP) during the EU Sustainable Energy Week 12 April 2011, Brussels

Bringing stakeholders together

In June, Asta Sihvonen-Punkka, former CEER Vice President and former Chair of ERGEG's stakeholder platform, AHAG, won the EURELECTRIC Award 2011 for the platform's role in advancing electricity market integration at the European level. The EURELECTRIC Award honours companies or persons that have made a pioneering contribution towards revolutionising the operations, processes, technologies or products of the electricity industry.

Transparency in decision taking

A transparent organisation is one in which everyone can see what's happening on the inside. The agenda and decisions of the CEER General Assembly are publicly available on our website (www.energy-regulators.eu).

For every public consultation, the (non-confidential) responses received are posted on the website and an evaluation of responses shows how stakeholder comments have been taken into account for each consultation document.

Feedback forms are circulated at all our events and we act on the lessons learned.

Workshops

CEER held 11 public workshops including 4 workshops on the gas target model, 4 on different customer issues and a joint event with ICER on energy efficiency during the EU's Sustainable Energy Week. Participation in these workshops is free of charge.

For the first time, a number of our public workshops were web streamed live to facilitate participation across Europe. Videos, presentations and participant lists are available on our website.

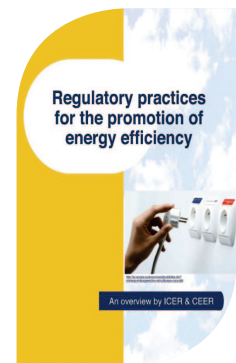


11 - Communications and Publications

We continuously seek to improve how we communicate.

The website remains a main communication tool for us. On it are videos, photos, newsletters, media releases, reports, public consultations, our work programme, past event presentations and much more. In 2011, our external communications to the media and stakeholders, and in particular our enhanced online presence, has been enriched with higher quality images and more use of video. Our monthly online European Energy Regulators Newsletter and news alerts were also revamped following ERGEG's dissolution. Our online subscriber base continues to grow. Online subscribers receive direct to their desktops, tablets or smart phones notifications of media releases, new public consultations and reports and upcoming events. Our Twitter account offers timely information to journalists and all stakeholders. The way in which we communicate is becoming sharper, clearer and is increasingly based on two-way communication.

"We have started to move off the pages and in front of the cameras and your screens, by webcasting live some of our workshops, conducting video interviews and entering social media with our new Twitter account."
 Una Shortall, CEER Deputy Secretary General



Factsheet on 'Regulatory practices for the promotion of energy efficiency'

Publications

In addition to our position papers, we publish many online reports which are full of interesting, unbiased facts. By way of illustration only, the CEER 5th benchmarking report on quality of electricity supply is packed with data and analysis and our report on renewable energy support collects data on support expenditures broken down by type of support scheme and type of technology. CEER is as reliable source for unbiased facts and figures. CEER's internal database has for some years been a valuable source of data for the European Commission's annual benchmarking report of Europe's energy market development.



12 - People

Who were the CEER Board members in 2011?



Lord Mogg, CEER President



**Walter Boltz
(E-Control)**



**Carlo Crea
(AEEG)**



**Johannes Kindler
(BNetzA)**



**Michel Thiollière
(CRE)**



**Marek Woszczyk
(URE)**

CEER Vice Presidents

The CEER President and Vice Presidents were elected on 1 February 2011, for a two-year term.

Honorary Members of CEER

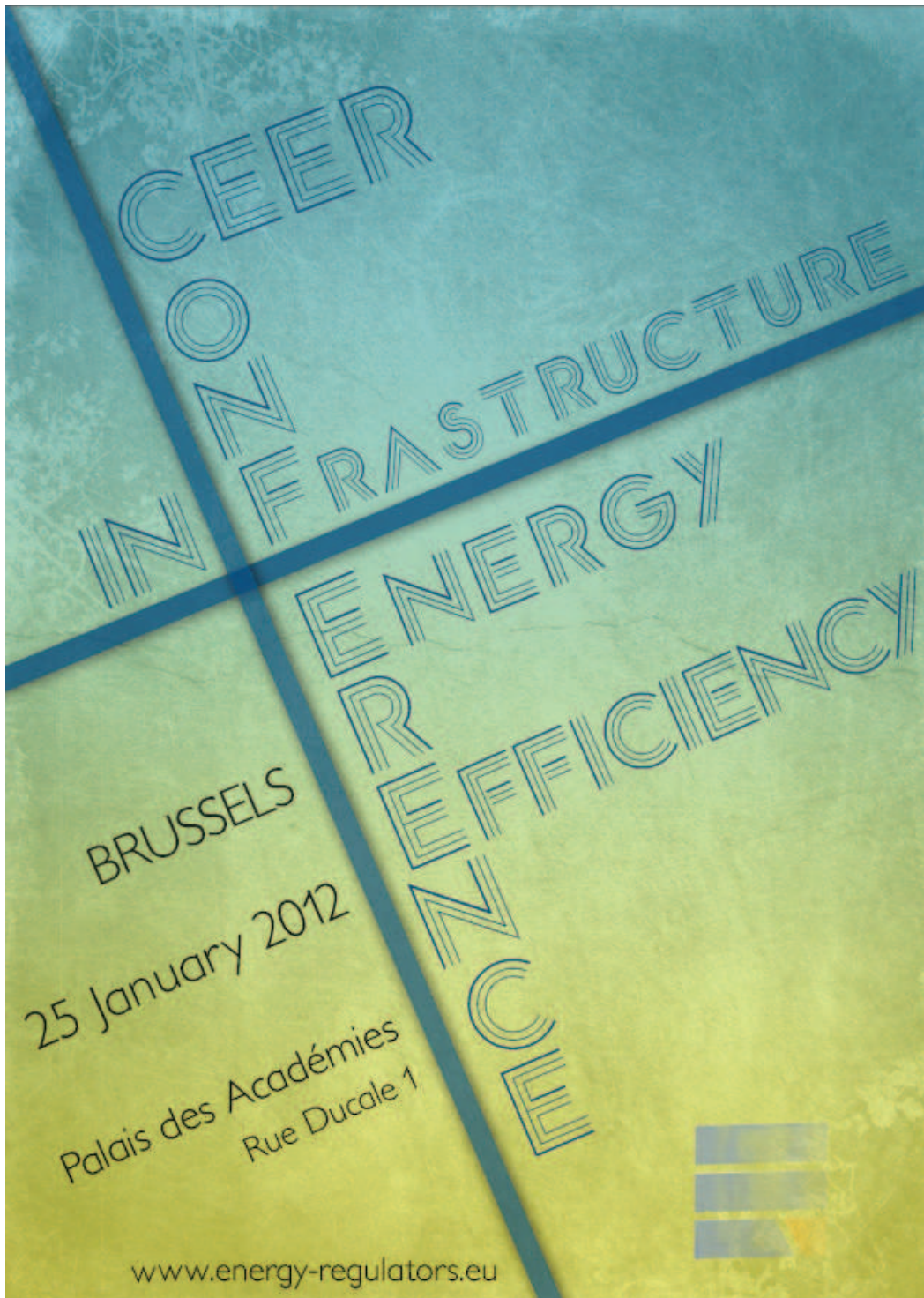
Jorge Vasconcelos, Jean Syrota, Pippo Ranci and Callum McCarthy, as founding Board members of the CEER, are honorary members of the CEER.

CEER Secretariat

In April 2011, Ms Fay Geitona resigned as CEER Secretary General so as to take up the position of NRA Coordinator at the Agency for the Cooperation of Energy Regulators (ACER). She was succeeded by Ms Natalie McCoy as CEER Secretary General.

The energy debate continues at the CEER Conference on Energy Infrastructure and Energy Efficiency

Wednesday 25 January 2012



Appendix I – CEER and ERGER 2011 documents

Cross-Sectoral

- CEER response to the European Commission's consultation on the external dimension of the EU energy policy (C11-ISG-17-03), 18 February 2011
- CEER response to the European Commission's consultation on Energy Roadmap 2050 (C11-EWG-68-04), 2 March 2011
- ERGEG review of the process for drafting framework guidelines (C10-GA-68-04b), 18 March 2011
- CEER response to the European Commission's consultation on the Europe 2020 Project Bond Initiative (C11-FIS-26-03), 29 April 2011
- European Energy Regulators' response to the European Commission's consultation on the Future of VAT – Towards a simpler, more robust and efficient VAT system (C11-FIS-26-04), 4 May 2011

Energy Trading

- European Energy Regulators' response to the European Commission's public consultation on the review of the Markets in Financial Instruments Directive (MiFID) (C11-FIS-23-04), 2 February 2011
- CEER draft advice on the introduction of a Europe-wide energy wholesale trading passport. A CEER Public Consultation Document (C11-WMS-15-04), 5 April 2011
- ERGEG draft advice on the regulatory oversight of energy exchanges. An ERGEG Public Consultation Document (C10-WMS-13-03), 5 April 2011
- Pilot Project for an Energy Trade Data Reporting Scheme. Final Report (C11-WMF-11-03a), 4 May 2011
- CEER final advice on the regulatory oversight of energy exchanges. A CEER Conclusions Paper (C10-WMS-13-03a) and Evaluation of Responses (C11-), 11 October 2011
- CEER final advice on the Introduction of a Europe-wide Energy Wholesale Trading Passport: A CEER Conclusions Paper (C11-WMS-15-04b) and Evaluation of Responses (C11-WMS-15-04c), 8 November 2011
- CEER monitoring report on transaction reporting and detecting market misconduct in wholesale energy markets. Good practice examples from national regulatory authorities (C11-WMF-12-03), 1 December 2011

Electricity

Renewable Generation

- CEER report on Renewable Energy Support in Europe (C10-SDE-19-04a), 4 May 2011

- Implications of non-harmonised Renewable Energy Support schemes. A CEER Public Consultation Document (C11-SDE-25-04), 10 October 2011
- Case Studies - Annex 3 to the CEER public consultation document on implications of non-harmonised Renewable Energy Support schemes (C11-SDE-25-04a), 10 October 2011

Generation Adequacy

- Generation Adequacy Treatment in Electricity. Evaluation of Responses to the Call for Evidence, (C09-ESS-05-03), 8 November 2011.

Smart Grids and Smart Meters

- CEER status review of regulatory approaches to smart electricity grids (C11-EQS-45-04), 6 July 2011
- CEER final advice on the take-off of demand response electricity market with smart meters. A CEER Conclusions Paper (C11-RMF-36-03) and Evaluation of Responses (C11-RMF-36-03b), 1 December 2011

Quality of supply

- CEER 5th benchmarking report on quality of electricity supply (C11-EQS-47-03), 1 December 2011

Gas

Gas Balancing

- Final ERGEG Framework Guideline on Gas Balancing in transmission systems (E10-GNM-13-03), 10 March 2011

Guidelines of Good Practice for Storage System Operators (GGPSSO)

- Amendment of the Guidelines of Good Practice of Storage System Operators (GGPSSO) (E10-GST-14-04), 2 February 2011
- Assessment of capacity allocation mechanisms and congestion management procedures for effective access to storage and proposals for the amendment of the Guidelines of Good Practice of Storage System Operators (GGPSSO). Evaluation of Responses (E10-GST-14-03), 2 February 2011
- Amendment of the Guidelines of Good Practice for Third Party Access (TPA) for Storage System Operators (GGPSSO). Guidelines for CAM and CMP (C11-GST-15-03), 14 July 2011

LNG Terminals

- Final ERGEG study on congestion management procedures & anti-hoarding mechanisms in the European LNG terminals (E10-LNG-11-03b) and Evaluation of Responses (E10-LNG-11-03c), 12 April 2011

Transmission network

- Monitoring report 2010 on capacity allocation mechanisms and congestion management procedures at selected interconnection points (E10-GMM-11-05), 2 February 2011

Gas Target Model

- CEER vision paper for a conceptual model for the European gas market. Call for Evidence Evaluation of Responses (C11-GWG-74-03), 2 March 2011
- Draft vision for a European Gas Target Model. A CEER Public Consultation document (C11-GWG-77-03), 5 July 2011
- CEER vision for a European Gas Target Model. Summary of Responses (C11-GWG-81-03), 11 October 2011.
- CEER Vision for a European Gas Target Model. Conclusions Paper (C11-GWG-82-03), 1 December 2011.

Transparency

- ERGEG consultation on existing transparency requirements. Summary of Responses (C11-GWG-81-04), 8 November 2011

Customers

Complaint Handling

- CEER response to the European Commission consultation on the use of Alternative Dispute Resolution (ADR) as a means to resolve disputes related to commercial transactions and practices in the EU (C11-RMC-46-03), 8 March 2011
- Update to Annex 2 of GGP on customer complaint handling, reporting and classification. ADR practices: case studies (C11-RMC-48-03), 6 June 2011
- CEER position regarding the 'branding' of ADR bodies (C11-RMC-48-06), 6 June 2011
- Status review of the implementation of the GGP on complaint handling, reporting and classification as of 1 January 2011 (C11-CEM-45-03), 5 September 2011

Smart Metering and Demand Response

- Final Guidelines of Good Practice on regulatory aspects of smart metering for electricity and gas (E10-RMF-29-05), 8 February 2011
- CEER draft advice on the take-off of a demand response electricity market with smart meters. A CEER Public Consultation Document (C11-RMF-31-03), 4 May 2011

Customer protection and empowerment

- Benchmarking report on the roles and responsibilities of NRAs in customer empowerment and protection as of 1st January 2011 (C11-CEM-46-03), 11 October 2011

- Draft Guidelines of Good Practice on retail market design, with a focus on supplier switching and billing (C11-RMF-31-05), 5 July 2011
- CEER summary of national practices in retail market design, with a focus on billing and switching (as of 1 July 2011) (C11-RMF-35-03), 5 July 2011
- Draft advice on price comparison tools. A CEER Public Consultation Document (C11-CEM-45-05), 11 October 2011
- Price comparison tools: case studies (C11-CEM-45-05a), 11 October 2011

Founding documents and rules

- Amended CEER Statutes, 8 November 2011

Appendix II – Press Releases and Fact Sheets 2011

Press Releases

- Regulators propose a prototype of a central energy trade reporting scheme at EU level (PR-11-01), 10 May 2011
- CEER welcomes the public oversight role of regulators in the Energy Infrastructure Regulation proposal (PR-11-02), 19 October 2011
- Video interview: Lord Mogg on the EC Energy Infrastructure Proposal, 20 October 2011
- It's high time to put customers at the heart of energy markets (PR-11-03), 27 October 2011
- CEER is the winner of the Energy Transparency Award 2011 (PR-11-04), 10 November 2011
- Video Press Release: Gas Target Model shows how to achieve an EU gas market by 2014, 15 December 2011

Fact Sheets

- Fact sheet: Regulatory practices for the promotion of energy efficiency; an overview by ICER & CEER, April 2011

Statement

- Joint Statement on VAT fraud prevention in the electricity and gas sector, signed by 9 key EU energy stakeholders (CEER, EACH, EFET, ENTSO-E, ENTSO-G, Eurelectric, Eurogas, Europex, LEBA), presented at the 21st Florence Forum, 6 December 2011

Appendix III – Presentations by the European Energy Regulators

- CROUCH, Martin, Vice-Chair of Electricity Working Group, SuperGrid Conference, "Adopting EU directives to support supergrid regulation", London, 19-21 January 2011
- BOLTZ, Walter, CEER Vice President, European Gas Conference, "The role of the "transit" country in the bigger picture", Vienna, 25-28 January 2011
- KAPETANOVIC, Tahir, Co-Chair Electricity Security of Supply Task Force, European CB power trading forum, "Emerging Markets and Trading Opportunities in CEE and SEE", Vienna, 31 January - 2 February 2011
- ESNAULT, Benoît, and PRIETO, Rocío, Global LNG Forum 2011, "What kind and how much regulation do we need", Barcelona, 2-3 February 2011
- MARIEN, Alain, Co-Chair Electricity Network and Market Task Force, Study on Financial Transmission Rights/Physical Transmission Rights, "Financial vs Physical Transmission Rights", Brussels, 9 February 2011
- PREINSTORFER, Dietmar, 7th international energy regulatory forum, panellist, Prague, 8-9 March 2011
- BRAZ, José, Chair of Implementation, Benchmarking and Policy Working Group, ENTSO-E Annual Conference, "Towards electricity infrastructure for a carbon neutral Europe", Brussels, 10-11 February 2011
- GOMEZ-ELVIRA, Rafael, Member of International Benchmarking and Policy Working Group, European Gas Market Conference, "How the Gas Regional Initiatives (GRIs) are contributing to the achievement of a single European market", London, 15-16 February 2011
- BRAZ, José, Chair of Implementation, Benchmarking and Policy Working Group, 2nd ARIAE-CEER meeting, "Regulating for 'smart' investment", Madrid, 23 March 2011
- GROEBEL, Annegret, Member of the Legal Task Force, International Regulatory Affairs Symposium, "Establishing an effective legal framework for the regulatory environment", London, 30-31 March 2011
- RAILLON, Phillippe, Member of the International Strategy Working Group, UNCTAD Meeting on Services, Development & Trade, "Energy market regulation: The European experience", Geneva, 6-8 April 2011
- Lord MOGG, John, CEER President, Annual European Power Markets, "Europe's power model can deliver decarbonisation", Berlin, 11-12 April 2011
- DEHLBAECK, Finn, Member of General Assembly, Transmission & Distribution and Smart Grids 2011, "Keynote session: European regulatory updates: 2020 targets, the 3rd package & the SET plan", Copenhagen, 12 April 2011
- de SUZZONI, Patricia, Chair of the Retail Markets and Customer Working Group, Congrès CEDEC, "Recherche de l'équilibre entre le climat, les consommateurs et la régulation", Brussels, 12-13 April 2011
- KINDLER, Johannes, CEER Vice President, Financing Tomorrow's EU Energy Policy, "The European energy infrastructure of the future – investments in clean, reliable and competitive energy", Brussels, 14 April 2011

- Lord MOGG, John, CEER President, European Sustainable Energy Week, "Smart energy", Brussels, 14 April 2011
- LIIKANEN, Marielle, Chair of Retail Market Functioning Task Force, Metering, Billing/MDM America, "European recommendations on smart metering - European case studies of cost benefit analysis of roll-out of smart meters", Dallas, USA, 18-20 April 2011
- BRAZ, José, Chair of Implementation, Benchmarking and Policy Working Group, Budapest Conference, "Energy infrastructure", Budapest, 17 May 2011
- KAPETANOVIC, Tahir, Co-Chair Electricity Security of Supply Task Force, Smart Grids, "Demand response and critical peak pricing", London, 18-19 May 2011
- de SUZZONI, Patricia, Chair of the Retail Markets and Customer Working Group, Eurelectric workshop on 10 Steps to the Power System of Tomorrow – 10 Steps to Smart Grids, "Implementation of smart grids", Brussels, 26 May 2011
- BRAZ, José, Chair of Implementation, Benchmarking and Policy Working Group, European Commission Workshop on Project Selection and Permitting, "Energy (Electricity) Infrastructure - Regulators' reaction to proposed Selection Process and Criteria", Brussels, 30 May 2011
- BRAZ, José, Chair of Implementation, Benchmarking and Policy Working Group, ALDE parliamentary group seminar "Connecting Europe's Transport and Energy Infrastructures", "Regulator Views on Connecting Europe's Energy Infrastructures", European Parliament, Brussels, 1 June 2011
- SUMNER, Phil, Member of Consumer and Retail Markets Working Group, European Smart Metering & Grids week 2011, "How to make sure customers will benefit from smart metering roll outs? The European Energy Regulators' GGP", London, 14-17 June 2011
- de SUZZONI, Patricia, Chair of Customer and Retail Markets Working Group, European Smart Metering Forum, "Incentives and innovation: the role of the regulator in the creation of smart energy systems", London, 21 June 2011
- LO SCHIAVO, Luca, Member Electricity Quality of Supply Task Force, Electric Vehicle Infrastructure World Congress, "Case study: how CEER is planning to regulate the EV infrastructure revolution", Berlin, 21-23 June 2011
- BOLTZ, Walter, CEER Vice President, GIE Annual Conference, "Facilitating necessary gas infrastructure", Edinburgh, 23-24 June 2011
- SELKE, Jan-Welf, Observer of Financial Services Working Group, Credit Risk in Energy Trading, "The Impact of New Regulations: A Practical View", Berlin, 12-14 September 2011
- BRAZ, José, Chair of Implementation, Benchmarking and Policy Working Group, ERRA/Inogate Workshop on "Regulatory Implications of Energy Efficiency Policies", "Energy Efficiency in Portugal – lessons from the PPEC program", Almaty, 14 September 2011
- RAILLON, Philippe, Member of the International Strategy Working Group, 1st MEDREG-IMME Seminar on the integration of the Algerian, Tunisian and Moroccan energy markets, "Structuration de la coopération des autorités de régulation ou des autorités publiques assumant actuellement cette fonction", Algiers, 14 September 2011
- BRAZ, José, Chair of Implementation, Benchmarking and Policy Working Group, EWEA debate "Energy Infrastructure – the next great European Project?", panellist, Brussels, 22 September 2011

- THIOLLIÈRE, Michel, CEER Vice President, The Energy Community Social Forum in Chisinau, "Consumers interests built into EU legislation: The role of European energy regulators in empowering customers", Chisinau, 4 October 2011
- THIOLLIÈRE, Michel, CEER Vice President, The Eastern Partnership Platform on Energy Security in Chisinau, "The role of European energy regulators in Europe", Chisinau, 5 October 2011
- LIIKANEN, Marielle, Chair of Retail Market Functioning Task Force, 13th Annual Metering, Billing/CRM Europe conference, Round table panellist in Keynote Session: "The countdown has begun – what needs to happen to hit smart metering targets?", Amsterdam, 4-6 October 2011
- Lord MOGG, John, CEER President, Competitive & integrated market as a guarantee of the EU energy security, "Regulators' perspective", Krakow, 10 October 2011
- de SUZZONI, Patricia, Chair of Retail Market and Customer Working Group, Eurelectric Smart Grids Conference, "Overview of the current roll-out of SM in the EU", Brussels, 20-21 October 2011
- LIIKANEN, Marielle, Co-Chair of Retail Market Functioning Task Force, Eurelectric Smart Grids Conference, "How to foster the take-off of a demand response market using smart meters?", Brussels, 20-21 October 2011
- LIIKANEN, Marielle, Co-Chair of Retail Market Functioning Task Force, ESMIG - EURELECTRIC Joint Workshop: How to reach Interoperability in Smart Meters and Smart Grids Infrastructures, "A users' view on interoperability: Ensuring common understanding and identifying challenges ahead", Brussels, 15 November 2011
- GÓMEZ, Tomás, Member of the General Assembly, ESADE Conference The coming energy market, "The main energy regulation challenges currently facing the EU", Madrid, 24 November 2011
- SCHMÖLTZER, Michael, Member of Gas Working Group, XIII Spanish Gas Sector Forum, "European gas target model 2014", Madrid, 29 November 2011
- FRIEDL, Werner, Co-Chair of Electricity Quality of Supply Task Force, Smart Grids Flanders, "Status review of regulatory approaches to smart grids", Brussels, 29 November 2011
- McCOY, Natalie, CEER Secretary General, IBC Legal's 6th annual event Competition law in the energy sector 2011, "Changing the governance of EU energy markets", Brussels, 29 November 2011
- BOLTZ, Walter, CEER Vice President, Commercial Strategies to Capitalise on the European Hub Gas Market, "Transitioning towards a liberal gas market in Europe", Frankfurt, 5-6 December 2011
- PASSAMONTI, Lucia, Chair of the Sustainable Development Task Force, RES Integration conference, "Regulatory perspectives on RES-E market integration", Brussels, 7 December 2011
- de SUZZONI, Patricia, Chair of the Retail Markets and Customer Working Group, Retail Market Design Eurelectric workshop, Brussels, 7 December 2011

Appendix IV – Membership of CEER

Austria	Energy-Control Ltd (E-Control)
Belgium	Commission for the Regulation of Electricity and Gas (CREG)
Bulgaria	State Energy & Water Regulatory Commission (SEWRC)
Cyprus	Cyprus Energy Regulatory Authority (CERA)
Czech Republic	Energy Regulatory Office (ERO/ERÚ)
Denmark	Danish Energy Regulatory Authority (DERA)
Estonia	Estonian Competition Authority (ECA)
Finland	Energy Market Authority (EMV)
France	Commission for the Regulation of Energy (CRE)
Germany	Federal Network Agency for Electricity, Gas, Telecommunications, Posts and Railways (BNetzA)
Greece	Regulatory Authority for Energy (RAE)
Hungary	Hungarian Energy Office (HEO)
Iceland	National Energy Authority (Orkustofnun)
Ireland	Commission for Energy Regulation (CER)
Italy	Italian Regulatory Authority for Electricity and Gas (AEEG)
Latvia	Public Utilities Commission (PUC)
Lithuania	National Control Commission for Prices and Energy (NCC)
Luxembourg	Luxembourg Institute of Regulation (ILR)
Malta	Malta Resources Authority (MRA)
The Netherlands	Dutch Office of Energy Regulation (NMa)
Norway	Norwegian Water Resources & Energy Directorate (NVE)
Poland	Energy Regulatory Office (ERO/URE)
Portugal	Energy Services Regulatory Authority (ERSE)
Romania	Romanian Energy Regulatory Authority (ANRE)
Slovak Republic	Regulatory Office for Network Industries (URSO)
Slovenia	Energy Agency of the Republic of Slovenia (AGEN)
Spain	The National Energy Commission (CNE)
Sweden	Energy Markets Inspectorate (EI)
United Kingdom	Office of Gas and Electricity Markets (Ofgem)

How to contact the European energy regulators

The CEER Secretariat is headed up by Ms. Natalie McCoy (Secretary General).

While our work can be technical and detailed, we produce tailored communications material such as press releases and non-technical fact sheets in an effort to better communicate with a wider audience. Each month we dispatch a free, electronic newsletter, European Energy Regulators News directly to the e-mail of interested subscribers. It provides a brief overview of key regulatory developments (public consultations, events, press releases, reports and advice issued to the European Commission) at EU and international level.

We encourage interested parties to subscribe on our website to this free monthly newsletter. Further information on Europe's energy regulators is available on our website (www.energy-regulators.eu). The public documents are freely available for download from the website or can be obtained directly from the CEER Secretariat.



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