
ERRA Customer Protection Committee Meeting October 16-17, 2024 • Athens, Greece (Physical only)

Venue: RAAEY Premises
132, Pireos Avenue - 11854 Athens

DRAFT MEETING AGENDA

Meeting webpage & materials: <https://erranet.org/cp-com-meetings/>

Wednesday, October 16

09:40 *Get-together in the venue*

10:00 **Welcome**

- Mr. Margus KASEPALU, Chairman of the Working Group; Head of Department of Energy and Infrastructure, Estonian Competition Authority (ECA)

10:10 **Country Updates on latest energy news related to customer protection**

- Short presentations by CP WG Members (1-2 slides)
- Roundtable discussion

12:00 *Lunch break*

13:00 **Country Updates – cont'd**

- Short presentations by CP WG Members (1-2 slides)
- Roundtable discussion

13:30 **Role of the regulator in improving customer experience of service providers**

- Country case studies (volunteers are needed)
- Q&A

14:15 **Enhancing transparency in retail contracts by introducing colour signals**

- Representative of RAAEY Greece
- Q&A

14:45 *Coffee break*

15:15 **Regulatory framework for dynamic pricing**

- TBD
- Roundtable discussion

16:00 *End of Day 1*

Thursday, October 17

08:40 *Get-together in the venue*

09:00 ***Vulnerable Customers***

- Introductory presentation by CREG Algeria representative
- Each CP WG member is requested to present a few slides on the topic based on a template. (Remaining topic from the Bucharest meeting.)
- Roundtable discussion

10:30 *Coffee break*

11:00 ***Consumers' Place: all digital services provided to energy consumers by the RAAEY***

- Representative of RAAEY Greece
- Q&A

11:30 ***Status of the Report: Legal Actions and Processes of NRAs***

- TBD
- Q&A

11:50 ***Update on ERRA activities & AOB***

- Ms. Krisztina Csombor, Senior Program Manager, ERRA Secretariat

12:00 *Meeting Concludes & Lunch*