



**MEDREG**  
**Mediterranean Energy Regulators**  
**4<sup>th</sup> Meeting of the Task Force on Consumer Issues (CUS TF)**

**Tuesday, 6<sup>th</sup> May 2014**

Kindly hosted by AEEGSI  
Via delle Vergini, 21, Rome, Italy

**DRAFT MINUTES**

Roberto	Malaman	AEEGSI - CUS TF Chairman	Italy
Barbara	Serventi	AEEGSI	Italy
Maria Teresa	Galante	AEEGSI	Italy
Marlene	Doury	CRE	France
Karima	Sadou	CREG	Algeria
Smail	Bazizi	CREG	Algeria
Eva	Hyna	ERE	Albania
Javier	Rincon	CNCM	Spain
Stephen	Mifsud	MRA (connected by telephone)	Malta
Veronica	Lenzi	MEDREG Secretariat	

## **1) Approval of the draft agenda and minutes**

### *1.1) Draft Agenda for approval*

The agenda was approved without any changes.

### *1.2) Minutes meeting 21 May 2013 for approval*

The minutes of the last meeting were approved without any changes.

## **2) Ongoing activities by CEER/EC, ECRB and MEDREG countries on consumer issues**

The TF CUS Chair, Mr. Roberto Malaman, illustrated activities of the CEER Customers and Retail Markets Working Group (CRM WG) for 2014 showing the main deliverables. Most of the activities are new in comparison to 2013. 2015 draft Working Program is now under discussion, to be submitted to public consultation in the month of June.

## **3) News from MEDREG General Assembly and Steering Committee**

Veronica Lenzi from MEDREG Secretariat illustrated the document “Enhancing Active Participation”. The document promotes a major participation of the Member States in the working group through new technical tools as a web conference system, the organization of working groups and task forces back to back, the setting of clear timetable for each deliverable, an increased interaction with stakeholders, specific training courses, a reinforced administrative support to the WG Chairs and an increased number of meetings, including “virtual” meetings. To that respect, the group has discussed the possibility to organise virtual meetings after the General Assemblies in order to wrap up the conclusions with the group. Furthermore, the drafting report activity could also be reinforced through the involvement of external partners. The TF CUS Chairman, Mr. Roberto Malaman, reported on the issues discussed during the Steering Committee held in Tirana (March 2014) about the transformation of the Task Force into a Working Group.

## **4) Activities of the MEDREG CUS TF**

The TF CUS Chair referred about the presentation and approval of the Report on energy customer education and information in occasion of the last General Assembly. The report is also under translation by the Egyptian colleague into Arabic. So far only 6 countries sent information about Customer associations websites, MEDREG secretariat will send a new e-mail to solicit answers from the members before publishing all the data on the MEDREG website.

## **5) MEDREG CUS TF Good Practice Guidance for Energy Consumers Information and Education**

TF CUS Chair presented the draft report “Good Practice Guidance for Energy Consumers Information and Education” realized with a different approach than the previous two reports, as it is not based on a survey. At the end of each paragraph, some recommendations have been drafted. After discussion and requests of modification mainly targeted to improve recommendations, the Report was approved by MEDREG CUS TF for transmission to the MEDREG General Assembly.

## **6) Conclusions and next steps for discussion**

The CUS TF work program had been already set; the next activities of the TF will be devoted to vulnerable consumers in energy markets. A new survey will be drafted, approved and circulated to this purpose. The works done by the EC Commission, ECRB and CEER on the same topic could be useful in the definition of vulnerable customers and adequate policy options.

The CUS TF Chair reported on the possibility to elaborate a checklist on customers in the Mediterranean, following the work done in the MEDREG Institutional Working Group in order to identify common practices and guidelines in the protection of energy customers.

Furthermore the Chair announced that he has been invited to speak on customer issues in a dedicated session to customer issues in the ECRB-MEDREG roundtable (September 2014). This will also be the occasion to know better the ECRB's activities on this topic, which could be of interest for the TF as ECRB started to work on customer issues before MEDREG did.