

Smart Metering and Customer Complaints Workshop

Wednesday, 19 September 2018, 09:45 – 12:30

Commission for Regulation of Utilities,
The Grain House, The Exchange, Belgard Square North,
Tallaght, Dublin 24

Following EU requirements, smart meters have or are being deployed in a large number of EU countries. While they undoubtedly offer some advantages both for consumers and for utilities, they also create concerns. This workshop will aim at giving NEON members and a selected number of stakeholders a general overview of the smart meter roll-out in other Member States and of the challenges faced by consumer dispute-resolution services and ombudsmen in dealing with smart-meter-related complaints and questions.

AGENDA

09:45 – 10:00 **Welcome and Presentation of the Organisation and Objectives of the Workshop**

10:00 – 11:45 **Members' Presentations**
(Each presentation to be followed by Q&A)

Médiateur National de l'Énergie (France) "The rollout of smart meters in France: Key Facts and figures"
Pierre-Laurent Holleville, Advisor

Commission wallonne pour l'Énergie (Belgium) New regional legislation on the deployment of smart meters –presentation and main issues
Sabine Keirse, Director Legal Services and Consumer Service

Commission for Regulation of Utilities (Ireland) Planned deployment of smart meters in Ireland –how will customers react?
Alan Keegan, Analyst, Retail & Smart Metering Team

Ombudsman Services (UK) Smart Meter Roll-out in the UK
Lewis Shand Smith, Chief Ombudsman

11:45 – 12:10 **European Smart Grids Task Force**

Manuel Sánchez Jiménez, Team Leader for Smart Grids, European Commission

12:10 – 12:30 **Wrap-up - next steps**

Participants will discuss the main issues identified in the presentations, and debate on possible next initiatives and actions under the umbrella of NEON (incl. participation in Commission working groups and partnerships with other stakeholders / organisations)