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Title- Well-functioning retail energy markets that benefit consumers

CEER, the Council of European Energy Regulators, and **BEUC**, the leading European consumer association, established their **Vision for energy customers** in November 2012. This Vision is characterized by 4 principles governing the energy sector and the variety of its customers, the so-called RASP principles: Reliability, Affordability, Simplicity, Protection and Empowerment. Since the launch of the Vision, different European and international associations representing the entire energy market value chain, as well as other market actors, have registered to become **supporters**. There are various ways in which CEER and national regulators contribute to the implementation of the Vision, e.g. engaging with policy makers, improving effectiveness in conducting that engagement with consumer associations, sharing best practices among regulators... According to European legislation, energy regulators are responsible for achieving a **well-functioning retail market that benefits consumers** in their respective countries. Regulators are the main enablers to ensure that:

- 1- There is a high degree of **competition** between suppliers, to give consumers choice and affordability, which implies low entry barriers (low entrance fees, easy access to customer data, smooth switching process, DSOs acting as neutral market facilitators, absence of regulated prices non correlated with wholesale markets)
- 2- DSOs provide **reliable and affordable network access** to consumers.
- 3- Companies **Innovate** and thrive to propose a large range of offers (e.g. e-billing, various energy sourcing, Time of Use prices, dynamic prices as an option to customers equipped with smart meters, micro-generation, micro-storage)
- 4- **Consumers are involved**: they should be **aware, empowered** (comparison tools, complaint handling standard and alternative dispute resolution scheme) and have the option to **engage**.

Energy security is ensured for all energy users and **vulnerable customers** are given extra protection where needed.