Blended Training Course

Energy Regulation Academy – Retail Market Reform and Consumer Protection – Room 1

18 January - 15 February 2027

Rue Froissart 36 - Brussels

Academy Directors:
Leonardo Meeus | Florence School of Regulation, RSCAS, EUI
Lena Kitzing | Florence School of Regulation, RSCAS, EUI
Alberto Potoschnig | Florence School of Regulation, RSCAS, EUI

Executive Training Officer:
Marina Cascella | Florence School of Regulation, RSCAS, EUI

Teaching Assistant:
Aliénor Cameron | Florence School of Regulation, RSCAS, EUI

Introduction

This course focuses on some of the most complex aspects of retail energy markets and the protection and empowerment of consumers in these markets. Rather than providing a comprehensive treatment of all aspects of retail energy markets, it concentrates on the most critical dimensions to ensure that electricity consumers benefit from market liberalisation. In this respect, the course assesses how the current provisions in both horizontal and sector-specific legislation guarantee sufficient rights and protection for consumers in the liberalised retail electricity market.
The course is structured in four parts. The first module introduces the Energy Consumer Journey (ECJ) as the analytical framework for assessing the compatibility of consumer protection and engagement before, during, and after service performance. The other three modules apply the ECJ to expand the assessment of traditional energy supply, and others on innovative energy-related services that are emerging with the digitalisation of the energy sector, including energy sharing and energy communities. They assess the extent to which current provisions on consumer protection are fit for new offers and services, and how regulation might adapt to fill any emerging protection gaps. A deep-dive into case examples of commercial practices, dynamic prices, consumers' data protection, billing, switching, and terminations provides practical applications of the main concepts developed during the course to specific real-life situations.
The course will conclude with collaborative workshops aimed at strengthening peer-to-peer learning and encouraging exchanges between participants, instructors, and invited national experts.

For this training, there will be two cohorts of participants. While both cohorts will complete the identical curriculum across the three days, the sequence of modules will be staggered by group.
This course is delivered within the framework of the Energy Regulation Academy (EnRA)
https://fsr.eui.eu/energy-regulation-academy/

Funded by the European Union

Programme

18 January **Online intake module - Welcome session**

10:00 - 11:00

- Introduction to the course (Overview and practicalities)

Alberto Pototschnig | Florence School of Regulation, RSCAS, EUI

18 Jan - 2 Feb *Read the materials available on the course platform, watch the videos and complete quizzes*

22 January **Online intake module - Live sessions**

10:30 - 11:15

- Citizens Energy Package
  TBC | DG ENER

11:15 - 12:00

- Report on unlocking active consumers and demand response
  TBC | ACER

12:00 - 14:00 *Lunch break*

14:00 - 14:45

- Role of National Regulatory Authorities and ensuring consumer protection
  TBC | CEER

14:45 - 15:30

- Role of National Consumer Authorities and ADRs
  TBC | BEUC
  TBC | National ADR

2 February **Residential module - Day 1**

9:00 - 9:30 Introduction to the course

9:30 - 11:00 Introduction to the Energy Consumer Journey (ECJ)

- ECJ as a mapping device
- Protecting and empowering consumers before, during and after contracting

Lucila De Almeida | Florence School of Regulation, RSCAS, EUI
Clara Poletti | Florence School of Regulation, RSCAS, EUI
Nicolò Rossetto | Florence School of Regulation, RSCAS, EUI

11:00 - 11:30 *Coffee break*

11:30 - 13:00 The retail electricity market and the benefits consumers can draw from its liberalisation

- Traditional Supply
- Transitioning away from regulated prices
- Fixed vs. Variable Prices
- Supplier Hedging

Alberto Pototschnig | Florence School of Regulation, RSCAS, EUI
Clara Poletti | Florence School of Regulation, RSCAS, EUI

13:00 - 14:00 *Lunch break*

14:00 - 15:30 Consumer protection in traditional supply contracts

- Commercial practices
- Standard contract terms
- Manner of disclosing price information
- Billing

Lucila De Almeida | Florence School of Regulation, RSCAS, EUI
Alessandra Porcari | Florence School of Regulation, RSCAS, EUI

15:30 - 16:00 *Coffee break*

16:00 - 17:30 Interactive activity

Lucila De Almeida | Florence School of Regulation, RSCAS, EUI
Clara Poletti | Florence School of Regulation, RSCAS, EUI
Alberto Pototschnig | Florence School of Regulation, RSCAS, EUI
Alessandra Porcari | Florence School of Regulation, RSCAS, EUI
Nicolò Rossetto | Florence School of Regulation, RSCAS, EUI

19:30 *Welcome cocktail*

3 February **Residential module - Day 2**

9:00 - 10:30 Digitalisation and innovative energy-related services

- Energy as a Service
- EV charging as a service
- Demand response
- HEMS with AI integration
- Automated Switching Service

Lucila De Almeida | Florence School of Regulation, RSCAS, EUI
Alberto Pototschnig | Florence School of Regulation, RSCAS, EUI

10:30 - 11:00 *Coffee break*

11:00 - 12:30 Energy communities and energy sharing

- Definitions
- Process, roles and responsibilities
- Governance divergence between Member States
- Implementations

Alessandra Porcari | Florence School of Regulation, RSCAS, EUI
Clara Poletti | Florence School of Regulation, RSCAS, EUI
Nicolò Rossetto | Florence School of Regulation, RSCAS, EUI

12:30 - 13:30 *Lunch break*

13:30 - 15:00 Consumer protection and empowerment gap assessment and recommendations

Alberto Pototschnig | Florence School of Regulation, RSCAS, EUI
Alessandra Porcari | Florence School of Regulation, RSCAS, EUI

15:00 - 15:30 *Coffee break*

15:30 - 17:00	Interactive activity
	Lucila De Almeida | Florence School of Regulation, RSCAS, EUI **Clara Poletti** | Florence School of Regulation, RSCAS, EUI **Alberto Pototschnig** | Florence School of Regulation, RSCAS, EUI **Alessandra Porcari** | Florence School of Regulation, RSCAS, EUI **Nicolò Rossetto** | Florence School of Regulation, RSCAS, EUI
4 February	**Residential module - Day 3: Peer-to-peer sessions**
9:00 - 9:30	Introduction to collaborative workshop
9:30 - 11:00	Collaborative workshop on retail electricity market
11:00 - 11:30	*Coffee break*
11:30 - 13:00	Collaborative workshop on energy sharing and energy communities
13:00 - 14:00	*Lunch break*
14:00 - 15:00	Collaborative workshop to consolidate knowledge
15 February	**Online closing module**
10:00 - 11:30	Collaborative workshop follow-up session
11:30 - 12:00	Closing remarks and wrap-up