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
Raphael Hanoteaux | Council of European Energy Regulators
Bram Claeys | Council of European Energy Regulators
Nadia Horstmann | Council of European Energy Regulators

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

Scientific Coordinator:
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 curriculum across the three days, the sequence of modules will be staggered by grou

Funded by the European Union

This course is delivered within the framework of the Energy Regulation Academy (EnRA)
https://fsr.eui.eu/energy-regulation-academy/

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
  TBC | CEER

14:45 - 15:30
- The Energy Consumer Journey
  Lucila de Almeida | FSR

2 February **Residential module - Day 1**

9:00 - 9:30 Introduction to the course

9:30 - 11:00 The retail electricity market and the benefits consumers can draw from its liberalisation

- Transitioning away from regulated prices
- Fixed vs. Variable Prices
- Vulnerable customers

Alberto Pototschnig | Florence School of Regulation, RSCAS, EUI

11:00 - 11:30 *Coffee break*

11:30 - 13:00 Supply and energy crisis

- Supply Hedging – risk management
- Measures in the energy crisis
- Suppliers of last resort

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
- Implications to vulnerable consumers

Lucila De Almeida | 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

Nicolò Rossetto | Florence School of Regulation, RSCAS, EUI

10:30 - 11:00 *Coffee break*

11:00 - 12:30 Consumer protection and empowerment gaps and recommendations for innovative energy-related services

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

12:30 - 13:30 *Lunch break*

13:30 - 15:00 Energy communities and energy sharing

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

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