

HOUSEHOLDS IN THE OPEN ENERGY MARKET

Seminar, Tartu 15-16 August 2014

VENUE: Raekoja plats 1/Ülikooli 7, TARTU (House Domus Dorpensis)

Program

15th August 2014

13:30	Registration/ Coffee
14:00-14:10	Opening Speeches – Estonia & Latvia
14:10- 14:40	Energy market picture in Europe and on the World Energy level Mr Einari Kisel, Regional Manager, Europe; World Energy Council
14:40-15:00	Developments on the Gas Market in Estonia and in the neighbouring States. Mr. Rein Vaks, the expert from Ministry of Economic Affairs
15:00-15:20	Developments on the retail Gas Market in Estonia the representative from Eesti Gaas AS
15:20-15:45	Smart electricity meters system; how the preparation works go on in Estonia? When Estonia starts it use in practise? the representative from Elektrilevi OÜ
15:40- 16:00	Coffee Break
16:00-16:30	Best practices the Consumer Complaint Committee in Estonia. Mrs. Maria Alajõe, the Chairman of the Committee
16:30-16:50	Complaints handling on the Insurance area the representative from Estonian Insurance Association
16:50-17:10	Handbook “Alternative Mechanisms of Consumer Dispute Resolution” Latvian National Association for Consumer Protection Mrs. Baiba Miltovica, the project manager
17:10 – 17.30	Discussion/ the end of the first day

Project "Awareness raising on Alternative Dispute Resolution in the Energy Sector for the local citizens communities" with the support of the Europe for Citizens Programme of the European Union.