



# GEODE SPRING SEMINAR

Brussels  
7 May 2015  
The Hotel  
Boulevard de Waterloo 38  
B-1000 Brussels

## DSOs Working Closer to the Customer PROGRAMME

9:15	REGISTRATION AND COFFEE
9:45	WELCOME <i>Reinhard Brehmer, GEODE Chairman, Managing Director, Aspern Smart City Research GmbH &amp; Co KG</i>
10:00	DSOs & RETAIL ENERGY MARKETS <b>The European Commission Perspective</b> <i>Klaus-Dieter Borchardt, Director Internal Energy Market, DG Energy, European Commission</i> <b>The European Regulators Perspective</b> <i>Garrett Blaney, Co-Chairman of DSO Working Group, CEER</i>
11:00	DSOs & THE CUSTOMER – SHOWCASES <ul style="list-style-type: none"><li>• <i>Jarmo Partanen, Professor, Lappeenranta University of Technology, Finland</i></li><li>• <i>Mia König, Area and Managing Director for Marketing and Sales, Kraftringen AB, Sweden</i></li><li>• <i>Johannes Zimmerberger, Managing Director, Linz Strom Netz GmbH &amp; Linz Gas Netz GmbH, Austria</i></li></ul>
12:15	LUNCH
13:30	THE CHANGING ROLE OF THE CUSTOMER <ul style="list-style-type: none"><li>• <i>Carina Törnblöm, Head of Unit, Consumer Strategy, Representation &amp; International Relations, DG Justice and Consumers, European Commission</i></li><li>• <i>Silvia Angelo, Head of Department for Economic Policy of the Austrian Federal Chamber of Labour, Austria</i></li><li>• <i>Frédérique Coffre, Deputy Director to the Managing Director, Médiateur National de l'Energie - France (National Energy Ombudsman - France), NEON</i></li></ul>
14:30	ROUND TABLE: DELIVERING CUSTOMER SATISFACTION THROUGH SMARTER NETWORKS <i>Moderator: Anders Hedenstedt, former GEODE Chairman</i> <ul style="list-style-type: none"><li>• <i>Eero Ailio, Deputy Head of Retail Maker Unit, DG Energy, European Commission</i></li><li>• <i>Carina Törnblöm, Head of Unit, Consumer Strategy, Representation &amp; International Relations, DG Justice and Consumers, European Commission</i></li><li>• <i>Jessica Strömbäck, Secretary General, SEDC</i></li><li>• <i>Jan Pedersen, Head of Brussels Office, Agder Energi AS, Norway</i></li></ul>
15:45	CONCLUDING REMARKS <i>Anders Hedenstedt, former GEODE Chairman</i>
16:00	GEODE GENERAL ASSEMBLY 6 May 2015
20:00	Welcoming Dinner at AUTOWORLD, 11 Parc du Cinquantenaire, 1000 Brussels
	GEODE Workshop on Smart Grids Projects