



WG on the complaints of the future Barcelona, 2nd September 2015

The aim of this workshop is to analyze in depth the agenda for the coming years on energy and rights provisions, trying to face the following main questions:

- **What are the next human needs, in energy terms?**
- **Which kind of complaints are we receiving?**
- **Which type of investigations should we initiate?**
- **Which matters should we closely follow up?**



Schedule (9.30 h-19.00 h)

9.30 h Welcome

Rafael Ribó, Catalan Ombudsman

Lewis Shand Smith, NEON President

10.00 h Framework conference – keywords

Naomi Creutzfeldt, ESRC Research Fellow, Fellow of Wolfson College Centre for Socio-Legal Studies - University of Oxford, and commissioned by NEON

10.30 h Coffee break

11.00 h Round table: Energy consumers: what is coming?

Spanish National Authority for Markets and Competition
(speaker to be confirmed)

Arseni Gibert i Bosch: president of the Catalan Authority for Competence

Joan Ramon Borrell: Associate Professor in Economics at the University of Barcelona

Ecoserveis: Nonprofit Organization specialized in energy management issues

13.00 h Lunch

14.00 h Round table: Energy Companies: what to expect?

Isabel Buesa, General Manager of Endesa in Catalonia

Jordi García Tabernero, Managing Director of Communication and the Chairman's Office at Gas Natural

Lluís Martínez Camps, Costumer Counsel of AGBAR

Santiago Martínez, Executive Director of Estebanell Energia

16.00 h Coffee break

16.30 h Closing remarks by Naomi Creutzfeldt

17.00 h Debate

19.00 h Closing

20.00 h Dinner