



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?**

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

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

Josep Puig i Boix: president of Ecoserveis, 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

Cristina López Cabañas, Customer Office Service 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**