



CONSUMER DIALOGUE

Dublin, 25th November 2022



Consumer Dialogue The new Consumer Agenda: Policy Priorities Dublin

Dublin

25 November 2022 (hybrid event)

Chartered Accountants House, 47-49 Pearse St, Dublin 2

Programme (final running order TBC)

- 09.00 -10.00 **Registration and Welcome coffee**
- 10.00 – 10.30
- **Welcome**
Conor Pope, The Irish Times Consumer Affairs Correspondent
Moderator of the event
- **The New Consumer Agenda, presentation**
Didier Reynders, Commissioner for Justice, European Commission
- **Challenges for Consumer Policy in Ireland**
Dara Calleary, TD, Minister of State for Trade Promotion, Digital and Company Regulation at the Department of Enterprise, Trade and Employment
- **Challenges and Solutions for Consumers in the Energy Crisis**
Paul Bolger, Assistant Secretary at the Department of Environment, Communications and Climate
- 10.30 –11.20
- What are the challenges and possible solutions for consumers in the digital transition?**
Panel discussion about the implementation of the New Consumer Agenda
- Brian McHugh, Member, Competition and Consumer Protection Commission
 - Dermott Jewell, Policy & Council Advisor, Consumer Association of Ireland
 - Diana Valentine, Communications Officer, European Consumer Centre Ireland
 - Ian Talbot, Chief Executive, Chambers Ireland
 - Celine Clarke, Head of Advocacy and Public Affairs, Age Action Ireland
 - Cliona Kelly, Assistant Professor, Sutherland School of Law, University College Dublin
 - Nils Behrndt, Deputy Director General, DG Justice and Consumers, European Commission
- Moderator:* Conor Pope, The Irish Times Consumer Affairs Correspondent
- 11.20 – 12.20
- **What are the challenges and possible solutions for consumer contributions to the green transition in the current energy crisis?**
Panel discussion about the implementation of the New Consumer Agenda
- Nuala Dormer, Deputy Director of Policy & International, Competition and Consumer Protection
 - Karen Trant, Director, Customer Policy & Protection, Commission for Regulation of Utilities
 - Tricia Kielthy, Head of Social Justice and Policy, Society of St Vincent de Paul
 - Ian Talbot, Chief Executive, Chambers Ireland
 - Dara Lynott, Chief Executive Officer, Electricity Association of Ireland
 - Paula Pinho, Director for Just Transition, Consumers, Energy Efficiency & Innovation, DG Energy, European Commission

- Nils Behrndt, Deputy Director General, Directorate General for Justice and Consumers, European Commission

Moderator: Conor Pope, The Irish Times Consumer Affairs Correspondent

12.20 – 12.30

Conclusions of the Consumer Dialogue

- Síona Ryan, Director of Policy and International, Competition and Consumer Protection Commission
- Nils Behrndt, Deputy Director, Directorate General for Justice and Consumers, European Commission

12.30 – 13.00

Refreshments

13.00 – 14.30

Getting Ready for the Winter:

Citizen Workshops with Experts offering Energy Advice to Citizens on what steps they can take to reduce their energy bills:

Workshops will feature a national expert or practitioner to explain the process or share their experience by interactively engaging the audience and giving them a clear sense on what they can do to prepare for Winter and control their energy bills. Experts from NGOs that work to assist citizens with making ends meet and other key concerns will also be participate. The Audience will also be invited to share their experiences; issues and questions they have come across:

Speakers:

- Ruth Buggie, Programme Manager, and other Colleagues from the Sustainable Energy Authority of Ireland (SEAI)
- Tricia Kielthy, Head of Social Justice and Policy, Society of St Vincent de Paul
- Nicola Fox, National Development Officer, Money Advice and Developing Service (MABS)
- Celine Clarke, Head of Advocacy and Public Affairs, Age Action Ireland

Topic 1: Energy Saving lightbulb & home energy bills basics

For the first part of the workshop (15 minutes) you will be given an explanation of the lightbulb guide in order to help save energy, followed by an opportunity to ask questions (30 minutes). The second part will explain how to read your meter, understand your energy bill, and switch suppliers (15 minutes), followed by an opportunity to ask questions (30 minutes)

Topic 2: Joining an energy community and grants

The first part of the workshop will focus on the location of and ways to join and benefits from energy communities (15 minutes), followed by an opportunity to ask questions (30 minutes). The second part will focus on available grants and how to access them to engage in renewable energy generation (15 minutes), followed by an opportunity to ask questions (30 minutes).

14.30 – 14.45

Conclusions

The event will be in English

You can join in person at the venue or via video link.

Please Register via the following link:

<https://consumerdialoguedublin.wmhproject.events>

Password: CONSUMERDIALOGUE

Please register asap and at the latest **21/11/2022**

The number of seats available at the venue are limited

Should you have any question, please contact: Consumerdialoguedublin@wmhproject.fr