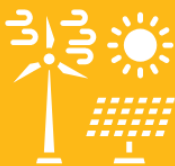


CONSUMERS INTERNATIONAL
WORLD CONSUMER
RIGHTS DAY 2023



CLEAN ENERGY CONFERENCE: EMPOWERING CONSUMERS THROUGH THE TRANSITION



OFFICIAL PROGRAMME

13 - 17 MARCH 2023

ABOUT

The events of 2022 were a forceful reminder of the difficulty of ensuring affordability and security in the transition to clean energy. Last year global energy prices were estimated to rise by an average of 50% by the year end, impacting people everywhere and causing many to drastically change their lifestyles to pay for energy. Today's challenge is to help consumers through present difficulties whilst enabling a rapid transition that guarantees sustainability, security, and affordability in the long term.

Consumers could be the missing catalyst for change. We are all consumers of energy services, and as consumers, we all have the potential to drive tipping points in the transition. The Intergovernmental Panel on Climate Change estimates that demand-side changes could reduce greenhouse gas emissions by up to 70% by 2050. But current energy systems and policies have not been designed from the perspective of the end user.

For World Consumer Rights Day 2023, Consumers International will hold the first conference of its type to coalesce stakeholders around this new global action agenda. The opportunity to leverage available tools to empower consumers is well within our reach. We will unite senior leaders, experts, and practitioners from consumer advocacy, government, business, civil society and academia to explore how to put consumer-powered energy transitions into action.

DAY ONE: 13 March

THE CONSUMER JOURNEY ON THE ROAD TO CLEAN ENERGY

Monday 13 March

1pm – 2.30pm UTC | 2pm – 3.30pm CET | 9am – 10.30am EDT | 9pm – 10.30pm HKT | 12am – 1.30am AEDT

Consumer shifts will be key to energy transitions that deliver benefits for both individuals and systems – whether a consumer opts for an electric vehicle, adopts cleaner cooking methods, or takes on a solar system installation. Yet key questions remain unanswered. What conditions and interventions are needed to support consumers to take action? What additional protections will they need in rapidly evolving markets? How are new models of consumer engagement in energy systems delivering benefit for people and planet?

As we start our clean energy conference, our session will bring together leaders from business, government and consumer advocacy to discuss findings and recommendations from our latest publication. Our paper assesses the barriers and opportunities encountered in an ordinary consumer journey, from awareness to investment to use. Speakers will bring this journey to life with thumbnail sketches from around the world, illustrating the importance and potential of consumer protection and empowerment to accelerate the energy transition.

[Click here to register for 'The consumer journey on the road to clean energy'.](#)

DAY TWO: 14 March

SHAPING THE NEXT GENERATION OF CONSUMER-CENTRED BUSINESS MODELS IN ENERGY

Tuesday 14 March

3pm – 4.30pm UTC | 4pm – 5.30pm CET | 11am – 12.30pm EDT | 11pm – 12.30am HKT | 2am – 3.30am AEDT

Given the complexity of the energy landscape, new and innovative business models are key to advancing clean energy transitions. To step change energy efficiency, energy utilities are evolving from a traditional approach of selling as much energy as possible to providing solutions that mean consumers use less energy – and pay less as a result. And to build much needed flexibility into energy systems transitioning away from fossil fuels, businesses are providing new ‘demand response’ services to consumers like dynamic pricing tariffs.

What are the win-win-win solutions for individual consumers, energy system, and planet? Do the drivers of new business models see consumer protection as a bottleneck? How can we change that? This session will convene industry, operator, and consumer voices in a dialogue on how to design innovations that build in consumer protection from the outset.

[Click here to register for ‘Shaping the next generation of consumer-centred business models in energy’.](#)

DAY THREE: 15 March

OUR CONSUMER VISION FOR CLEAN AND AFFORDABLE ENERGY

Wednesday 15 March

1pm – 2.30pm UTC | 2pm – 3.30pm CET | 9am – 10.30am EDT | 9pm – 10.30pm HKT | 12am – 1.30am AEDT

Ninety per cent of consumer advocates from around the world reported increasing energy prices for consumers over the course of 2022, with 1/5 reporting price increases of more than 100%. Consumers find themselves in the eye of the storm, picking up the bill for skyrocketing fossil fuel prices. The twin challenge is to help consumers through current difficulties whilst enabling a rapid transition that protects consumers from price crises going forward. The future costs of inaction will be severe, both for people and planet.

In a multistakeholder dialogue with business, government, and multilateral agencies we look at how to secure sustainability and affordability in the long term. What are the difficult trade-offs that can no longer be skirted? What are the potential benefits of redesigning systems and policies to put consumers at the centre?

[Click here to register for 'Our consumer vision for clean and affordable energy'.](#)

DAY FOUR: 16 March

GRASSROOTS SOLUTIONS FOR ENERGY ACCESS: HOW CAN WE LEVERAGE THE POWER OF CONSUMERS?

Thursday 16 March,

11am – 12.30pm UTC | 12pm – 1.30pm CET | 7am – 8.30am EDT | 7pm – 8.30pm HKT | 10pm – 11.30pm AEDT

Access to basic energy service remains a challenge for millions of people around the world. To address this, consumer advocates across low- and middle-income countries are innovating through initiatives such as promoting collectively buy and use off-grid solar equipment and appliances. Businesses are finding new financing solutions to expand access to poorer consumers. What are the best consumer-centred solutions to achieve access for all? How can a unique partnership between consumer advocates, innovators and grassroots groups build and scale solutions? Our session hears from these actors, the case studies that have worked in the most unlikely of contexts and considers their applicability worldwide.

[Click here to register for 'Grassroots solutions for energy access: how can we leverage the power of consumers?'](#)

DAY FIVE: 17 March

IS CONSUMER POLICY FIT FOR A CLEAN ENERGY FUTURE?

Friday 17 March,

12pm – 1.30pm UTC | 1pm – 2.30pm CET | 8am – 9.30am EDT | 8pm – 9.30pm HKT | 11pm – 12.30am AEDT

To date, energy policy has not been designed from the point of view of the energy user, or with adequate consideration of consumers' needs and vulnerabilities. Similarly, consumer policy has not been geared towards energy systems transformation. This session will explore how meaningful collaboration between energy system designers, regulators, policymakers and their consumer protection counterparts can change the system for the better.

We will invite participants and session attendees to feed into Consumers International's global recommendations to update and strengthen international consumer law for the energy transition. As we close our conference, we share our next steps to advance change globally, taking recommendations to international fora and how you can join us on that journey.

[Click here to register for 'Is consumer policy fit for a clean energy future?'](#)