



**Invitation  
ERGP open workshop 2017**

**Empowering postal consumers:  
New developments, challenges and solutions**

**29 November 2017, 12:00-18:00,  
DERAG Hotel Kanzler, Adenauerallee 148  
53113 Bonn (Germany)**

Stakeholders are kindly invited to attend and participate in the 2017 open workshop of the European Regulators Group for Postal Services (ERGP). This workshop, taking place back-to-back with the 13<sup>th</sup> ERGP Plenary, in Bonn, Germany, on November 29<sup>th</sup>, is open to all postal stakeholders, with a particular focus on representatives of consumers and other postal users. It also welcomes the participation and views of trade unions, postal operators, postal ombudsman(s), as well as experts from academia.

The workshop offers participants an opportunity to hear from and talk to the European Commission and the European regulatory authorities for postal services, members of the ERGP.

The discussions will be divided into two main parts:

(A) A dedicated session on consumer complaints will compare experiences from different Member States and look into issues such as consumer information and transparency, especially given the diversity and rapid introduction of innovative solutions and new developments (e.g. parcel locker boxes, new technological solutions).

(B) A presentation plus discussion about the study on the main developments in the postal sector: timeline, key objectives and stakeholders' involvement plan by Copenhagen Economics. This study has just been launched and this is the first public opportunity for all to provide input and feedback for this project.

Please register using the enclosed registration form, until 6/11/2017. The registration form is to be send to: [GROW-ERGP@ec.europa.eu](mailto:GROW-ERGP@ec.europa.eu)