

PERSONAL INFORMATION



Marine Cornelis

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PERSONAL STATEMENT

I am the founder of NextEnergyConsumer; a policy consultancy focused on the social aspects of the energy and climate transitions at European and international levels.

I provide support and policy analysis services and advise organisations to set up strategies to put the citizens back in the centre of the energy markets.

I aim to empower the people by paying extra attention to the most vulnerable elements of our societies.

My goal is to build a fairer energy and climate transition, in harmony with the Sustainable Development Goals, in particular, SDG7.

WORK EXPERIENCE

01/03/2018–Present

Founder and executive Director

NextEnergyConsumer, Turin (Italy)

Next Energy Consumer is a consulting company providing advice, research, policy evaluation and lobbying on the social aspects of the energy and climate transitions.

Our clients are public and private bodies, universities, foundations, associations, research centres and think tanks, including: European Commission (EU), EU Energy Poverty Observatory (EU), University of Westminster (UK), University of Glasgow (UK), MEDREG (IT), Fondazione per l'Ambiente (IT), CanaleEnergia (IT), Jacques Delors Institute (FR), The Resource Imperative (USA), Ombudsman Energia Mexico (MX), College of Europe (BE), Vattenfall (SW), AISFOR (IT)

As a director and chief consultant, I provide services on:

- **Training** in European policies, energy, environment, mobility, ADR, poverty and consumer protection
- **Research** and policy analysis on European systems, energy, environment, mobility, Sustainable Development Goals (SDG7), poverty, consumer protection, and ADR
- **Advocacy and policy**, including policy and project evaluation
- **Public affairs and lobbying** towards local, national and European institutions
- **Public speaking and event moderation**

01/03/2018–Present

Policy consultant

ESRC JustEnergy (Universities of Westminster & Glasgow), London (United Kingdom)

The ESRC JustEnergy is a three-year project (up to 2020) funded by the UK's Economic and Social Research Council (ESRC). The project studies access to justice for vulnerable and energy-poor consumers in five European countries and regions (UK, France, Italy, Bulgaria and Catalonia) and at European level.

I provide **policy and strategic analysis services**, training, organise seminars, collect data and help disseminate the results.

01/10/2016–Present

External Expert Evaluator for Horizon 2020 projects

European Commission, EASME, Bruxelles (Belgium)

- **Evaluation of funding proposals**, feedback and recommendations on future iterations of the funding programme;
- **Assessment** of the business innovation concepts and projects proposed under the EU Framework Programme for Research and Innovation, Horizon 2020.

01/02/2014–15/03/2018 **Secretary general**

NEON, Bruxelles (Belgium)

NEON is the network of mediators and alternative dispute resolution providers (ADR) at European level. As the Secretary General, I led the organisation in the following areas:

- **Advocacy and Policy**: Preparation and presentation of reports, policy and position papers and press releases with EU counterparts, such as the European Commission and the European Parliament, on the functioning of ADR, the energy market at retail level and consumer protection.
- **Public affairs**: External representation of the NEON organisation; organisation of events and conferences; management of the organisation's communication; coordination and management of network activities, active search for new members
- **Training and public speaking**, also for government representatives, NGOs, consumer representatives
- **Analysis and consulting on energy**, ADR and consumer protection: Management of Strategic Data in ADR, particularly in the energy sector; analysis of EU policies, development and management of the database, and identification of best practices.

01/08/2012–31/12/2015 **EU Affairs & Complaints Manager**

Federal Energy Ombudsman, Bruxelles (Belgium)

The Federal Energy Ombudsman is an independent organisation handling disputes between end-users and energy suppliers. As EU Affairs and Complaints Manager I was in charge of the following tasks:

- **Advocacy and Policy**: Management of European and International affairs on behalf of the organisation and implementation of the NEON network. Representation of the Belgian Ombudsman in meetings at European level
- **Training and public speaking**, for corporate representatives, consumer complaint teams and consumer associations
- **Mediation and Resolution of disputes** and contract issues between consumers and energy suppliers within the Belgian market; focus on SMEs, companies and end consumers

01/04/2012–31/07/2012 **Project Manager**

Premier Cercle, Bruxelles (Belgium)

Premier Cercle is a consulting firm that organises legal, economic and financial conferences and European project strategies for managers and executives.

As a project manager, I worked on European calls for proposals, the coordination of European projects for 2012 and ongoing projects related to energy and the environment.

01/09/2011–30/03/2012 **Project Manager - EU affairs, PR & Communications**

UNITEE - European-Turkish Business Confederation, Bruxelles (Belgium)

Unitee represents at European level entrepreneurs and professionals of Turkish background. As the EU Project Manager and Communication Officer, I was responsible for the following tasks:

- **Advocacy and Policy, European Project Management**: Monitoring of activities and drafting of notes and summaries (Leonardo da Vinci programme). Preparation of the organisation's fundraising strategy
- **Training and public speaking** on European project planning for network members
- **Communication and Public Relations**: Creation and implementation of the media and communication strategy for the members.

01/07/2010–01/07/2011 **Strategic Watch, Media Analysis & Press Monitoring**

Total S.A., Paris (France)

Total S.A. is a global, integrated energy producer and provider. As media analyst within the Total S.A. Headquarters' press department,

- Policy Monitoring: I was the person in charge of the Group's press review, monitoring key issues, for the CEO, the Executive Board and 400 senior executives;
- Media Analysis: I developed the strategic watch and media monitoring processes to help through research and analysis in a challenging industrial, environmental and geopolitical environment.

01/03/2009–31/07/2009

Communication Assistant

European Parliament, Bruxelles (Belgium)

As an Intern at the European Parliament, Communication Directorate, Coordination of Information offices Unit:

- Marketing and Communications: I participated in the preparation and coordination of the 2009 European elections, in partnership with the 33 EP Information offices; I wrote strategic analyses of their actions;
- Policy Monitoring: I monitored political meetings and workgroups on energy, climate, defence and human rights.

01/06/2008–30/09/2008

Strategic Watch, Media Analysis & Press Monitoring

French Ministry of Defence, Paris (France)

As a member of the media analysis team of the French Ministry of Defence, in the office of the ministry's spokesperson:

- Media and Policy Monitoring: I monitored, analysed and summed up documents about the Defence key issues in the media for the ministry's spokesperson.

15/06/2007–15/08/2007

Journalist and Marketing coordinator

LePetitJournal.com, Budapest (Hungary)

As a journalist and marketing and advertising coordinator, I followed the economic, cultural and artistic news in Hungary and brought the information back to the French-speaking readers of the LePetitJournal.com edition in Budapest.

01/09/2006–30/05/2007

Project Manager

Alliance Française, Plovdiv (Bulgaria)

- Communications: I was the person in charge of communications for a French-speaking Theater Festival for high-school students;
- Teaching: I intervened in French-language classes as a guest lecturer.

EDUCATION AND TRAINING

01/09/2004–30/09/2009

M.A. in Political Sciences, European Policies

EQF level 7

Sciences Po. (Institute for Political Sciences), Lille (France)

The programme of studies provides for an intense study of the Governance, Policies and Law of the European Union, in particular environmental law.

Title of the Master thesis: "The European integration process of Serbia - The issue of visas and cross-border policy"

01/09/2008–30/09/2009

MA in Economics, Management of European Affairs

EQF level 7

Lille 1 Faculty of Economics, Lille (France)

The programme provides knowledge in European private and public management, in European economics and politics, law and institutional system and business finance in Europe.

PERSONAL SKILLS

Mother tongue(s) French

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C2	C2	C2
Italian	C2	C2	C2	C2	C1
Spanish	C1	C1	B2	B2	B2
Dutch	B1	B1	B1	B1	A2
Bulgarian	A2	A2	A2	A2	A1
Croatian	A1	A1	A1	A1	A1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
 Common European Framework of Reference for Languages - Self-assessment grid

Communication skills

- Eloquent public speaker, great ability as a presenter and a lecturer
- Premium communications, public relations and lobbying skills gained through my extensive experience as Secretary General of NEON and as EU affairs manager in previous positions.
- Excellent adaptation and intercultural skills thanks to numerous work and personal experiences in foreign countries with a great variety of stakeholders with profoundly different backgrounds.
- Outstanding writing and editing skills I gained during my studies and improved with my work experience.

Organisational / managerial skills

- Top leadership and team-leading skills (previously Secretary General of the European network association of energy ombudsmen).
- First-class organisational skills: I am the one who brought the association together and organised all activities, including large-scale, high-level events, meetings and lobbying and public relations.
- Independent and creative, highly adaptable, innovative, problem-solver and versatile.

Job-related skills

- 10+ years of experience in European affairs and energy and environmental policies
- 4 years of experience in evaluating proposals for European projects such as Horizon 2020.
- Excellent listening and analytical skills.
- Willingness to travel.
- Perfect command of French, English and Italian.

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem-solving
Proficient user	Proficient user	Proficient user	Independent user	Proficient user

Digital skills - Self-assessment grid

Driving licence B

ADDITIONAL INFORMATION

Certifications

- ESSEC via Coursera (2019): Impact investing: innovate
- ESSEC via Coursera (2019): Impact investing: becoming an actor

- ESSEC via Coursera (2019): Impact investing: understanding the basics
- Sciences Po via Coursera (2019): Politics and Economics of International Energy
- RAPPEL via ADEME (2019): Précarité énergétique - comprendre et agir
- Universidad Autónoma de Madrid via iversity (2018): Make the most of EU resources for your region or city
- European University Institute (2018): Online Course for Consumer Organisations, Energy Communities and NGOs

Publications and key articles

TO BE PUBLISHED

- Energy efficiency, the overlooked climate emergency solution, *Ekonomicheskaya Politika*, Russia, 2020 (to be published)

PUBLISHED

- Towards a Mediterranean Electricity Market Observatory: Regional Overview, MEDREG, January 2020
- The Social and Local Dimensions of Governance of Energy Poverty: Adaptive Responses to State Remoteness, Creutzfeldt, N., Cornelis, C., *Journal of Consumer Policy* 2020
- Los 10 puntos del Pacto Verde Europeo, Mexican Energy Ombudsman, Mexico, January 2020
- Transforming Energy Poverty Policies in The European Union: Second Annual Report of The European Union Energy Poverty Observatory (by Bouzarovski, Thomson, Cornelis): *Analysis of the Energy poverty strategies within the 28 Draft National Energy and Climate Plans*, Energy Poverty Observatory, 2019
- Moving beyond the state of the art in energy poverty measurement, COST Engager (edited by Sareen and Thomson), 2019: *Complaint service metrics*
- Desinversión de las fuentes fósiles, Mexican Energy Ombudsman, Mexico, December 2019
- In Francia una nuova legge sull'energia e sul clima per contrastare la povertà energetica, CanaleEnergia, 2019
- Per un'Europa giusta contro la povertà energetica, Clima Europa, 2019
- Protección al consumidor en el sector energético: Antecedentes y mejores prácticas de Europa, Mexican Energy Ombudsman, Mexico, 2018
- EU Energy Policy Overview, ESRC Just Energy, 2018
- Are consumers fit for the new electricity market? Energy in Demand, 2017
- How Can Regulators Benefit from Independent Ombudsmen and ADR Provider Expertise? ICER Chronicle, 2015
- NEON Annual complaints reports, 2017, 2016, 2015, 2014
- NEON's Energy Consumer Code (November 2015)
- NEON's 13 Recommendations for an Energy Consumer Code (February 2016)

References

- Naomi Creutzfeldt, Senior Lecturer, Westminster Law School, Faculty of Social Sciences and Humanities, University of Westminster (N.Creutzfeldt@westminster.ac.uk)
- Lewis Shand Smith, Former Chief Ombudsman, Ombudsman Services, UK (lewis@shandsmith.com)
- Frédérique Coffre, Vice-President of NEON, Head of the National Energy Ombudsman, France (frederique.coffre@energie-mediateur.fr)
- Eric Houtman, Belgian Energy Ombudsman, Belgium (eric.houtman@ombudsmanenergie.be)