

**Performance and Governance of Services of General Interest.
Critical perspectives on Energy, Telecommunications, Transport and Water
Reforms in the EU**

June, 27th – July 1st 2016

Hands-on workshops guideline

During the hands-on sessions, your group is expected to carry out the following assignments:

1. Drafting a **position paper** (maximum 5,000 words) on the issues identified below. The position paper should be delivered to gelsomina.catalano@unimi.it on July 1st before the starting of the morning sessions (by 9 a.m. at latest). An assessment of the position papers will be carried out on Friday afternoon, July 1st, by the EUsers Scientific Committee. The group delivering the best position paper will be informed and awarded within one week after the end of the school. All the position papers will be published by the EUsers network as an e-book publication by 2017 at latest.
2. Preparing a power point **presentation** to be presented on July 1st during sessions 5.1 and 5.2 (9:15-11:00 and 11:30-12:15, respectively). The time allocated to each group for presentation is **15 minutes** (sharp) and then there will be a **discussion for other 15 minutes**. You may receive comments but also questions to be answered. We suggest that for the presentation you elect a spokesperson (or to split the time between maximum two spokespeople) but that all of you may contribute to the discussion. No more than **10 slides** (including the cover and final one) should be prepared. The best presentation will be awarded by the EUsers Committee during the school closure session (July, 1st, 13:00-13:30).

The tutor assigned to your group is asked not to influence your discussion and delivery of these assignments, but to support you with access to information, if available, without taking a personal position on policy issues. These are under your responsibility.

In your position paper and presentation you are required to answer the following questions, not necessary in this order, and in whatever form/style you prefer (with or without statistical data, graphs etc.):

1. How would you identify the critical demand, supply and other drivers that determine price and quality of service in the industry?
2. Which are the main policy reforms promoted by the EU and adopted by the Member states in the last two decades?
3. Are there important variations in the reform pattern across countries?
4. How do you evaluate the role of government-owned enterprise in the market. Do you favour changes in ownership of service providers?
5. Overall do you think that in the past European citizens have been well served by the evolution of policy reforms in this area? Which Member State's policy experience you would suggest as particularly good or bad?