

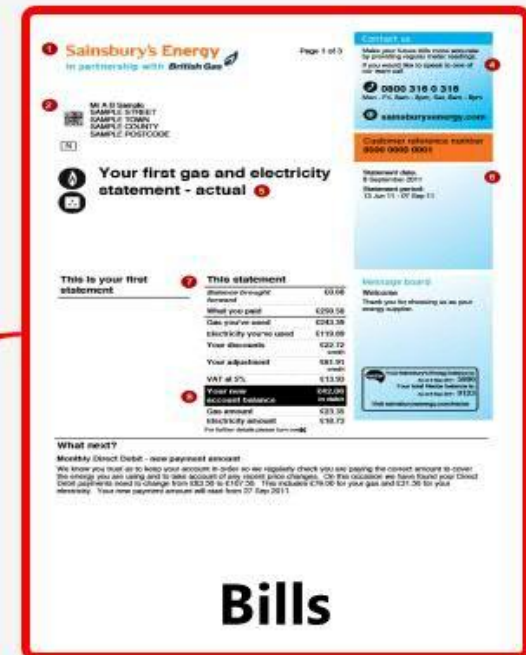
Energy Consumer Issues

ECCG – 13 April 2016

Georgios Kiriazis, Unit E6
DG Justice and Consumers
European Commission

Billing

Energy Consumer Issues



Sainsbury's Energy
In partnership with **British Gas**

Page 1 of 3

Contact us
Make your future bills more accurate by providing regular meter readings. If you would like to speak to one of our team call:
0800 316 0 316
Mon - Fri, 9am - 8pm, Sat, 9am - 5pm
sainsburysenergy.com
Customer helpline number
9000 0000 0000

Statement date: 8 September 2011
Statement period: 13 Jun 11 - 07 Sep 11

Message board
Welcome
Thank you for choosing us as your energy supplier.
See Sainsbury's Energy website for more information.
Your total MWh Delivered to your meter is 712.0.
Visit sainsburysenergy.com/consumers

Your first gas and electricity statement - actual

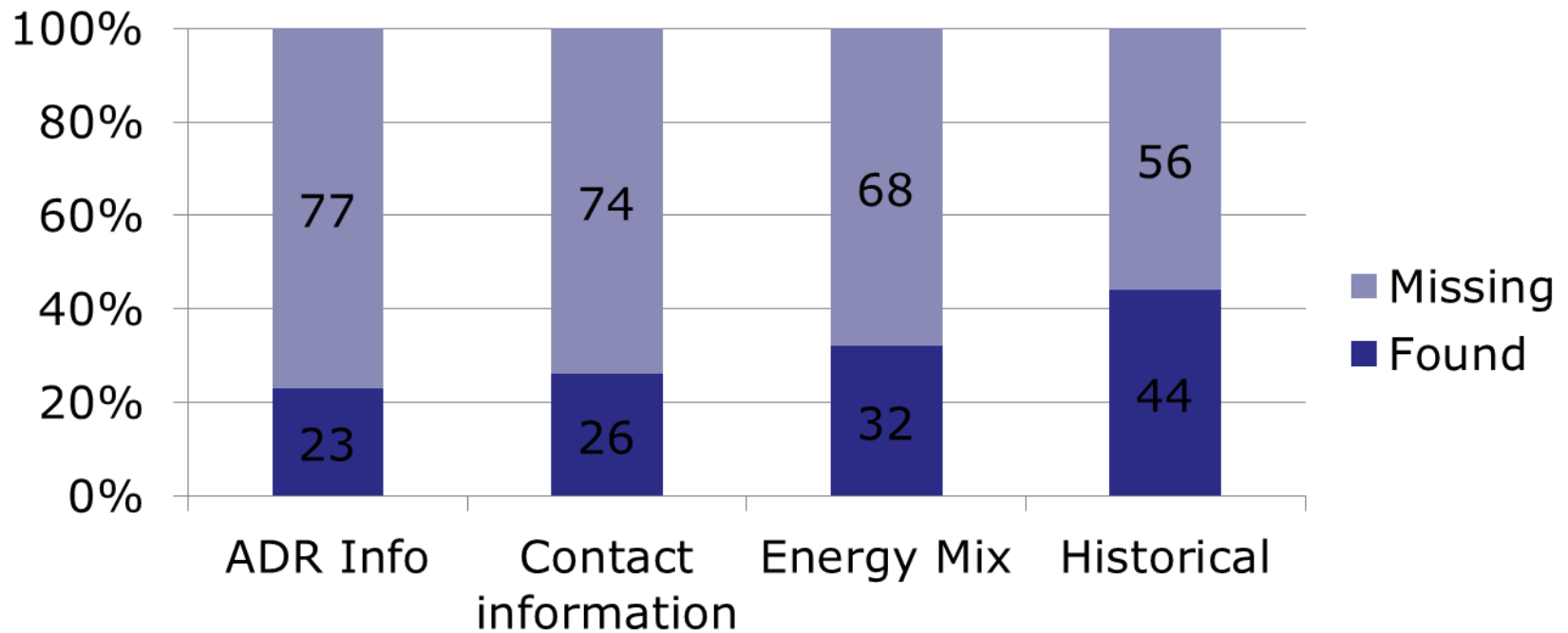
This is your first statement

This statement	
Electricity brought forward	£0.00
What you paid	£259.58
Gas you've used	£243.38
Electricity you've used	£119.89
Your discounts	£22.12
Your adjustment	£81.91 credit
VAT at 5%	£13.50
Your new account balance	£62.00 debit
Gas amount	£23.56
Electricity amount	£38.73

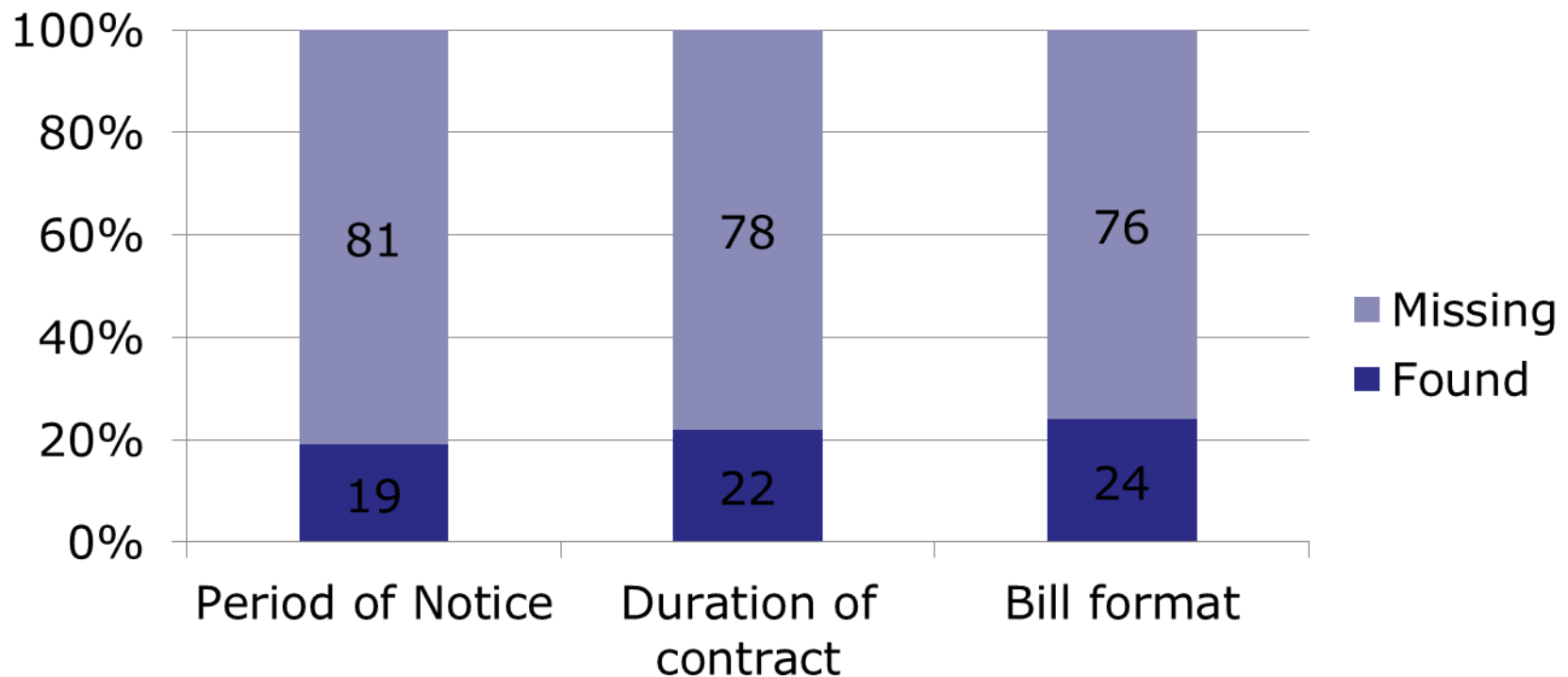
What next?
Monthly Direct Debit - new payment amount
We know you must be to keep your account in order so we regularly check you are paying the correct amount to cover the energy you are using and to give discounts on any recent price changes. On this occasion we have found your Direct Debit payments need to change from £53.06 to £121.26. This includes £78.00 for your gas and £21.26 for your electricity. Your new payment amount will start from 27 Sep 2011.

Bills

Bills: Missing Information (1st set)



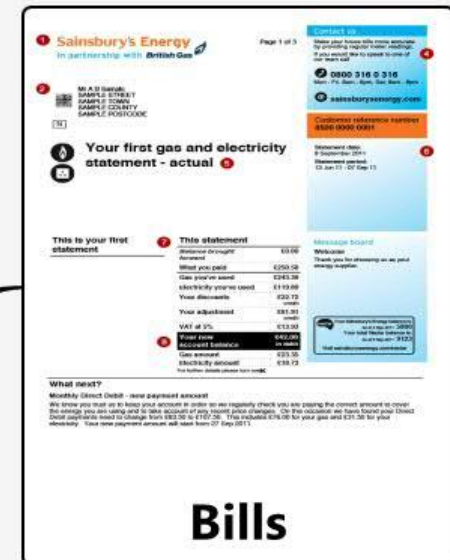
Bills: Missing Information (2nd Set)



Offers



Energy Consumer Issues



Sainsbury's Energy
in partnership with **British Gas**

Page 1 of 3

0800 316 0 316
sainsburyenergy.com

Your first gas and electricity statement - actual

This is your first statement

Description	Amount
Amount due	£100.00
Amount paid	£100.00
Gas you've used	£100.00
Electricity you've used	£100.00
Your discounts	£100.00
Your adjusted	£100.00
VAT at 5%	£100.00
Total due	£100.00

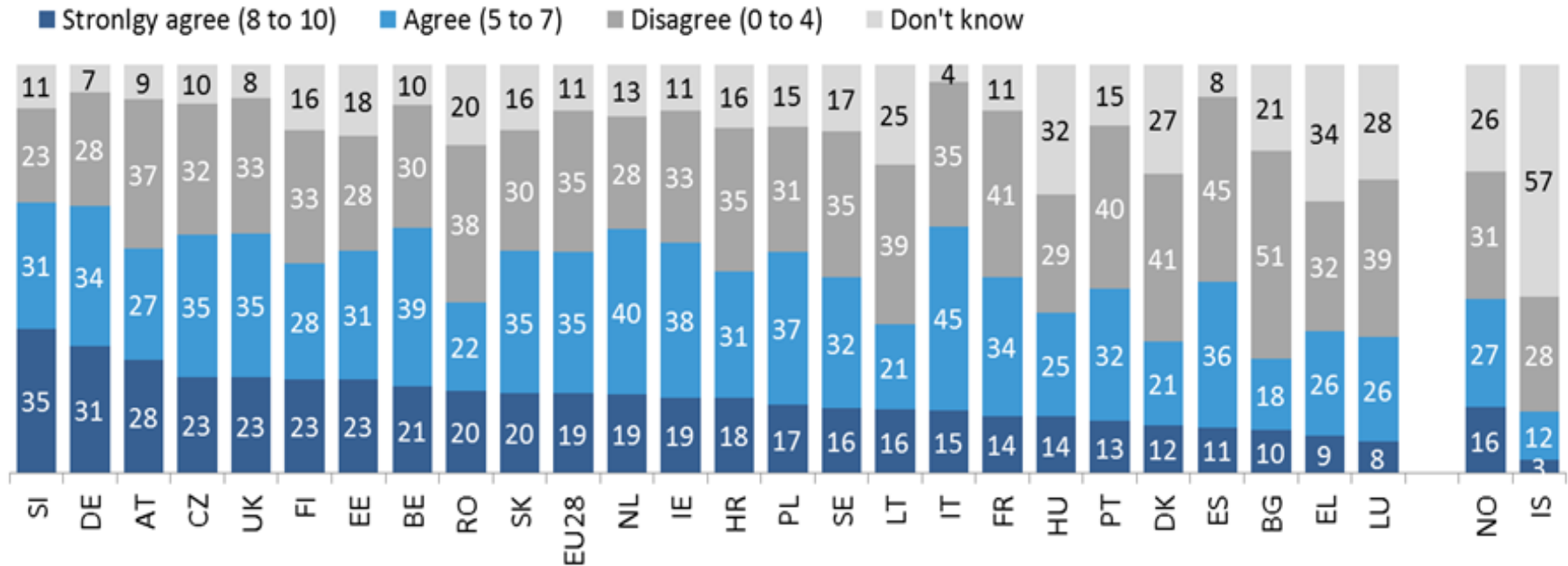
What next?

Monthly Direct Debit - new payment amount

We know you want to keep your account in order so we regularly check you are paying the correct amount to cover the amount you are using and to take account of any agreed price changes. On the occasion we have found your Direct Debit payment is not enough to cover your bill we will contact you to arrange for a new payment to be made to your gas and electricity. Your new payment amount will be sent to you by 27 Sep 2013.

Bills

Offers: Still not easy to compare



Green offers: still elusive

Table 94: Availability of “green” energy tariffs (mystery shopping)

	SE	DE	FR	UK	ES	SI	IT	PL	LT	CZ	Total
	50	100	75	75	75	50	75	100	50	50	700
Only "green" tariffs	52%	40%	40%	23%	20%	14%	12%	5%	4%	2%	30%
A mix of "green" and other tariffs	40%	44%	43%	32%	9%	52%	33%	21%	16%	8%	22%
No "green" tariffs, only other tariffs	6%	7%	9%	31%	28%	16%	23%	23%	36%	24%	20%
This is not clear on the provider's website	2%	9%	8%	15%	43%	18%	32%	51%	44%	66%	28%

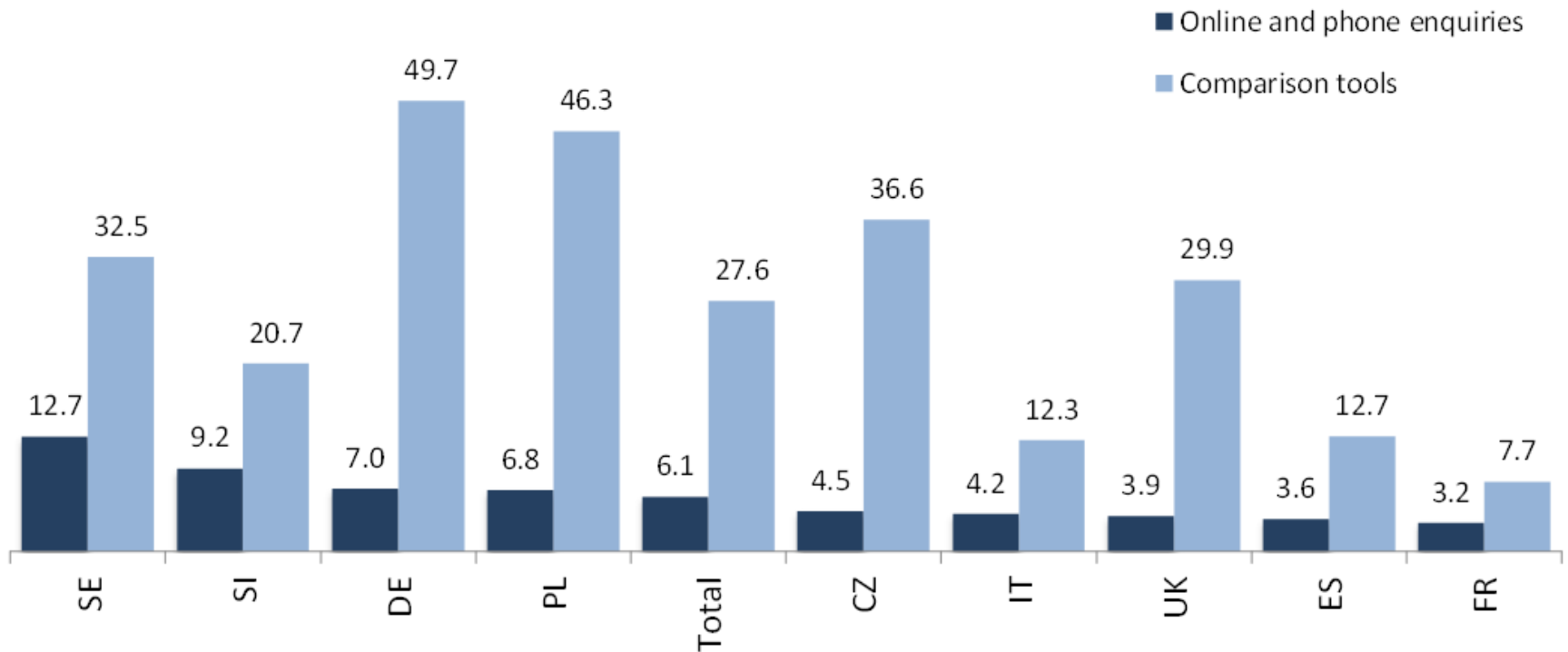
Tools



Energy Consumer Issues



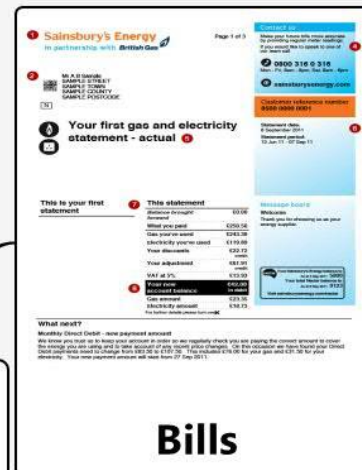
Comparison tools: they work but ...



Switching



Energy Consumer Issues

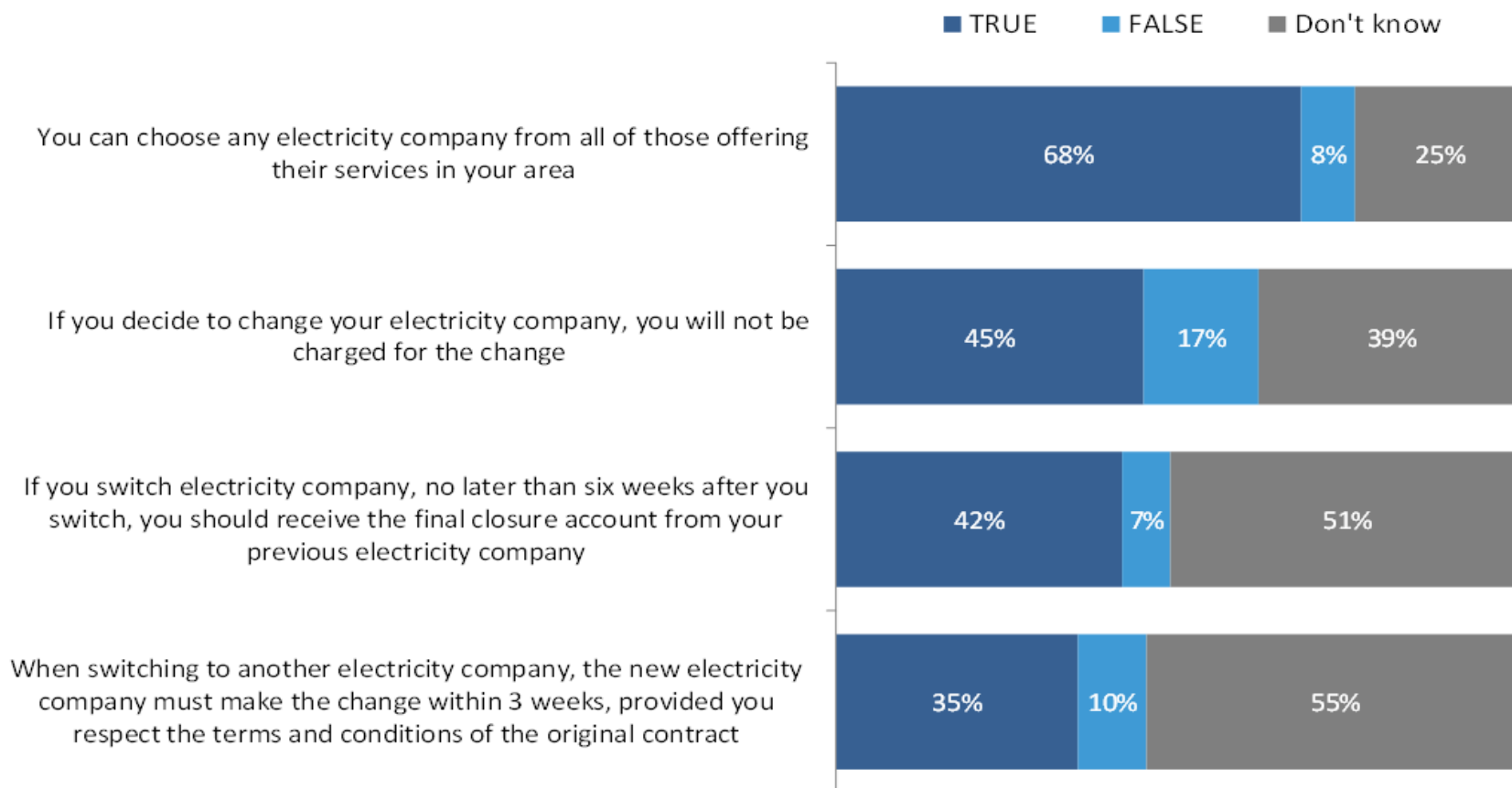


Deregulated vs. Regulated Rate Comparison

Location	Energy Rate	Regulated Rate	Difference	Notes
Calgary	10.74	10.74	0.00	✓
Houston	10.08	10.08	0.00	✓
London	10.08	10.08	0.00	✓
San Francisco	10.08	10.08	0.00	✓
San Antonio	10.08	10.08	0.00	✓
Los Angeles	10.08	10.08	0.00	✓
San Francisco	10.08	10.08	0.00	✓
Phoenix	10.08	10.08	0.00	✓
St. Louis	10.08	10.08	0.00	✓
Atlanta	10.08	10.08	0.00	✓
Atlanta	10.08	10.08	0.00	✓
Washington, DC	10.08	10.08	0.00	✓
Madison	10.08	10.08	0.00	✓
New York City	10.08	10.08	0.00	✓
New Orleans	10.08	10.08	0.00	✓

Tools

Switching: do you know the rules?



Vulnerability/Poverty



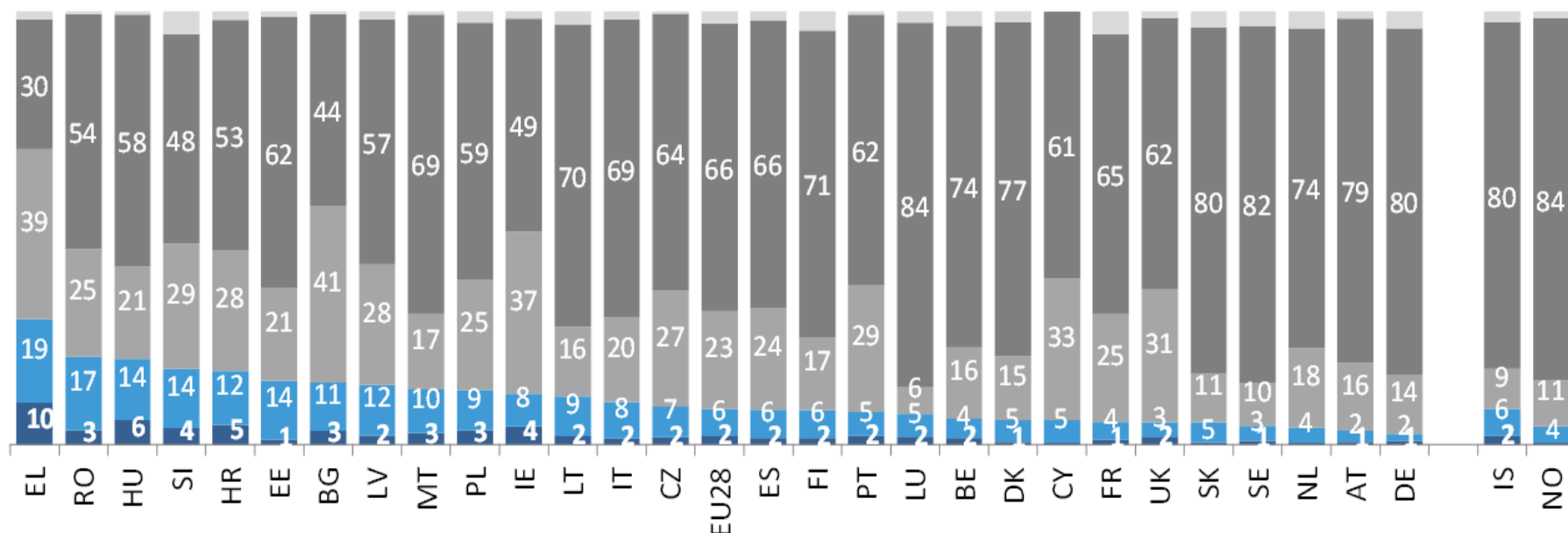
Tools



Switching

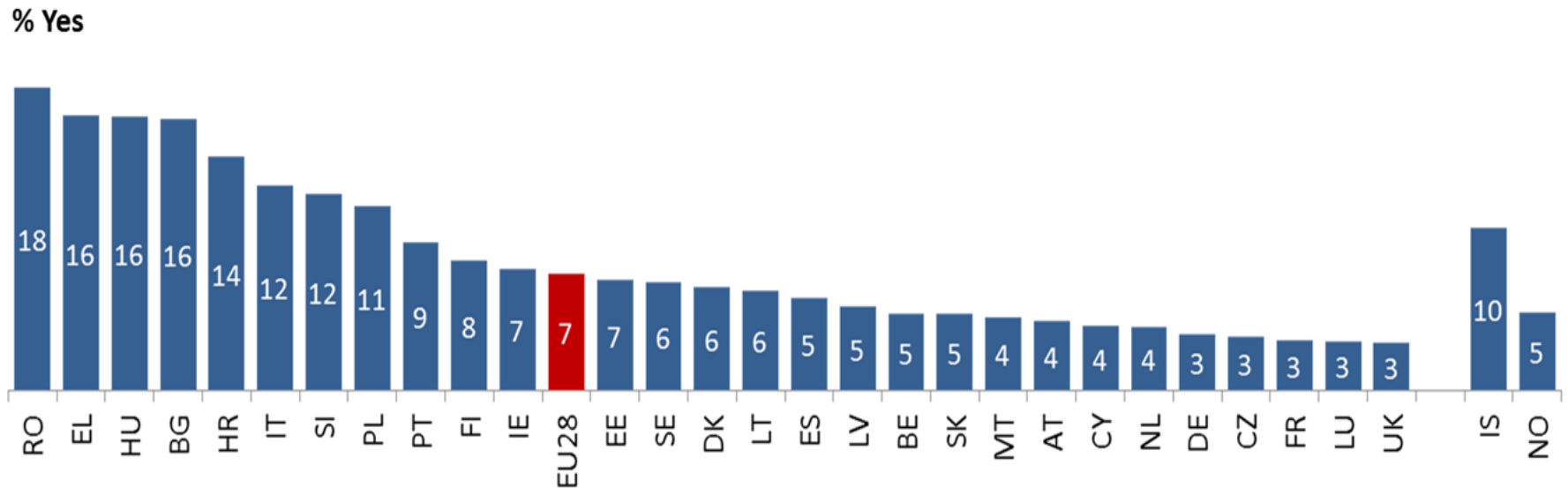
Vulnerability & Poverty

- Don't know/Refusal
- You can afford paying your electricity bills
- You worry about being able to pay your electricity bills but usually manage to do so
- You sometimes cannot pay your electricity bills on time
- You often cannot pay your electricity bills on time



Vulnerability & Poverty

Figure 168: Proportion of consumers who often have to pay a fee for late payment of their electricity bill, by country



Consumer vulnerability across key markets in the European Union

Coverage:

- EU 28 + Norway and Iceland (behavioural: Denmark, Lithuania, Portugal, Romania and the United Kingdom)

Research objectives:

- Identify marketing practices & drivers of vulnerability
- Test and asses selected palliative measures
- Mapping vulnerability patterns in financial, energy and online
- Published on the occasion of the Citizens Energy Forum 2016

Vulnerability drivers: energy

- **Personal and demographic characteristics;**
- **Behavioural drivers;**
- **Market-related drivers;**
- **Access drivers; and**
- **Situational drivers.**

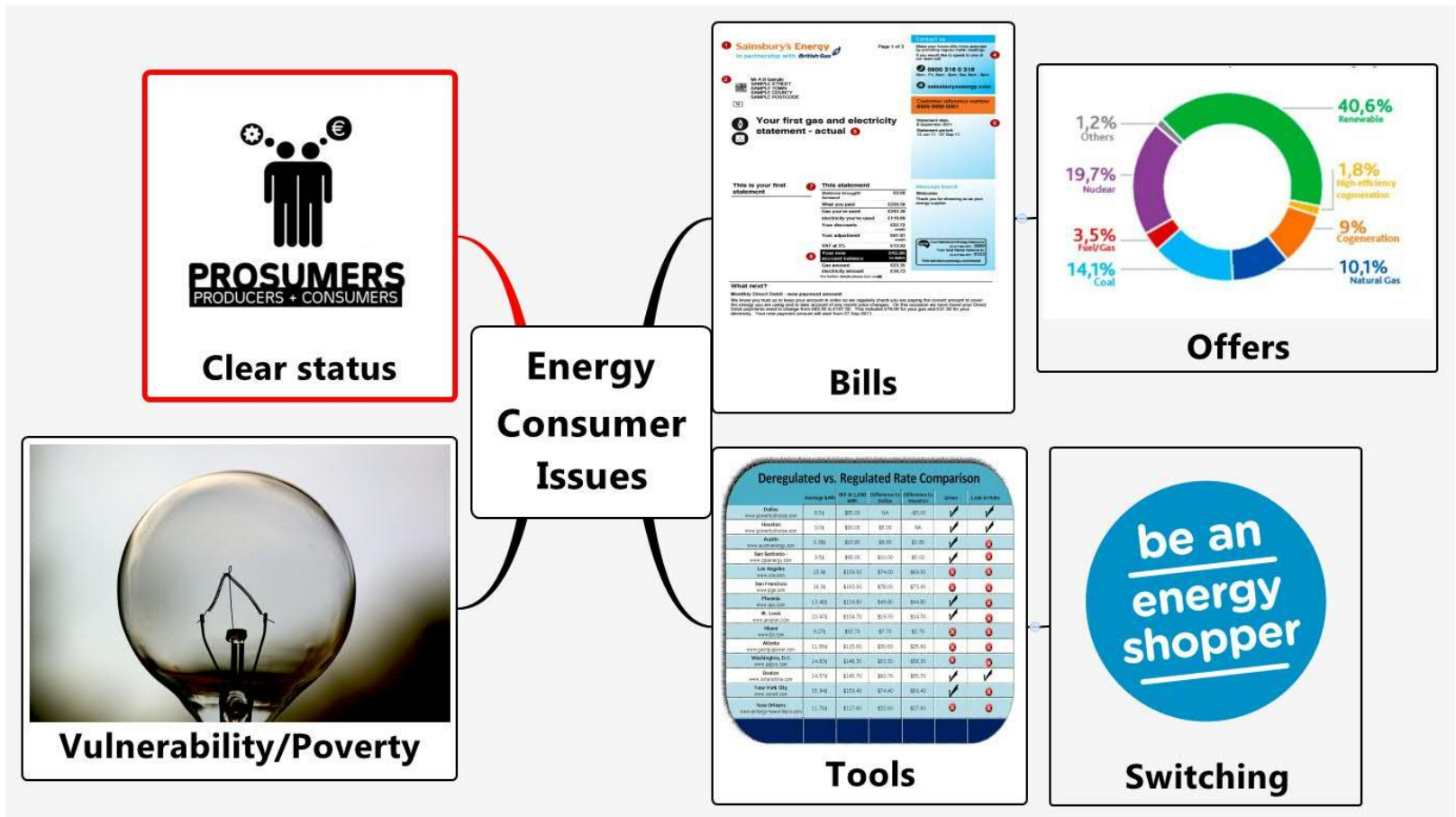
VCWG – Extended Mandate

Further develop advise on vulnerability and energy poverty for upcoming legislative changes (retail market design)

Steering the work on indicators to measure and disclose information on energy poverty.

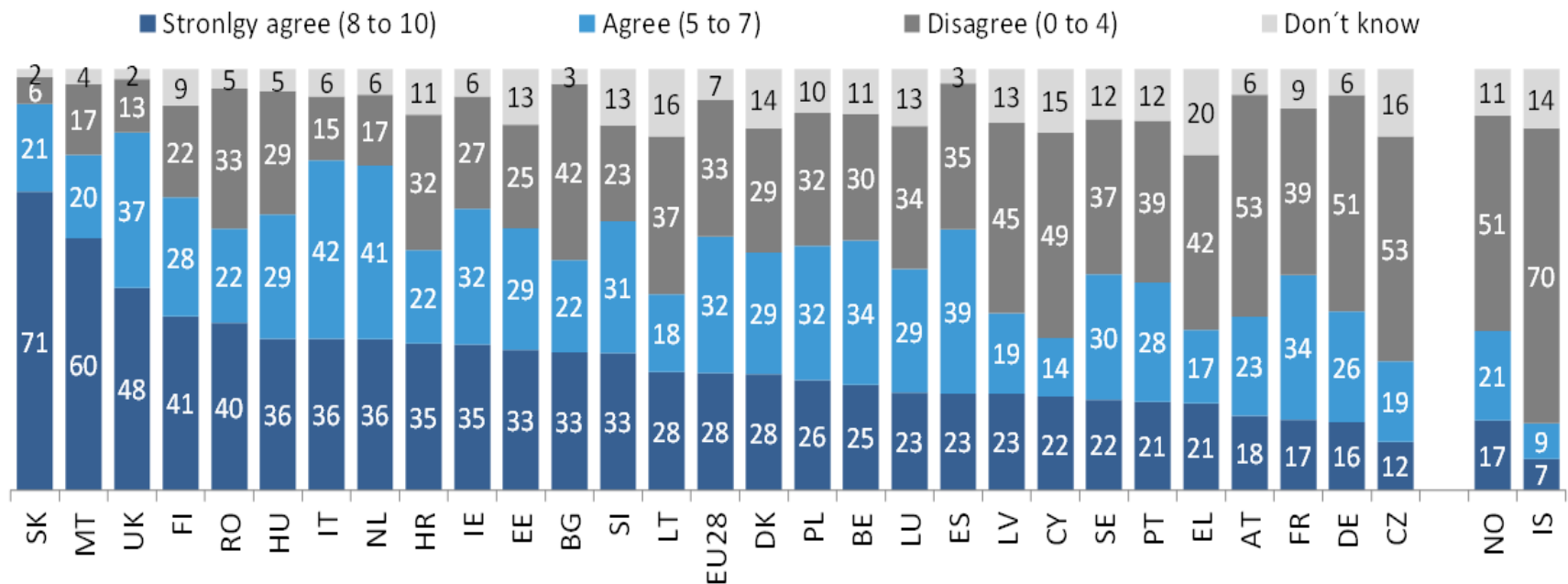
Support Commission and Member States in good practice sharing & tools

Prosumers



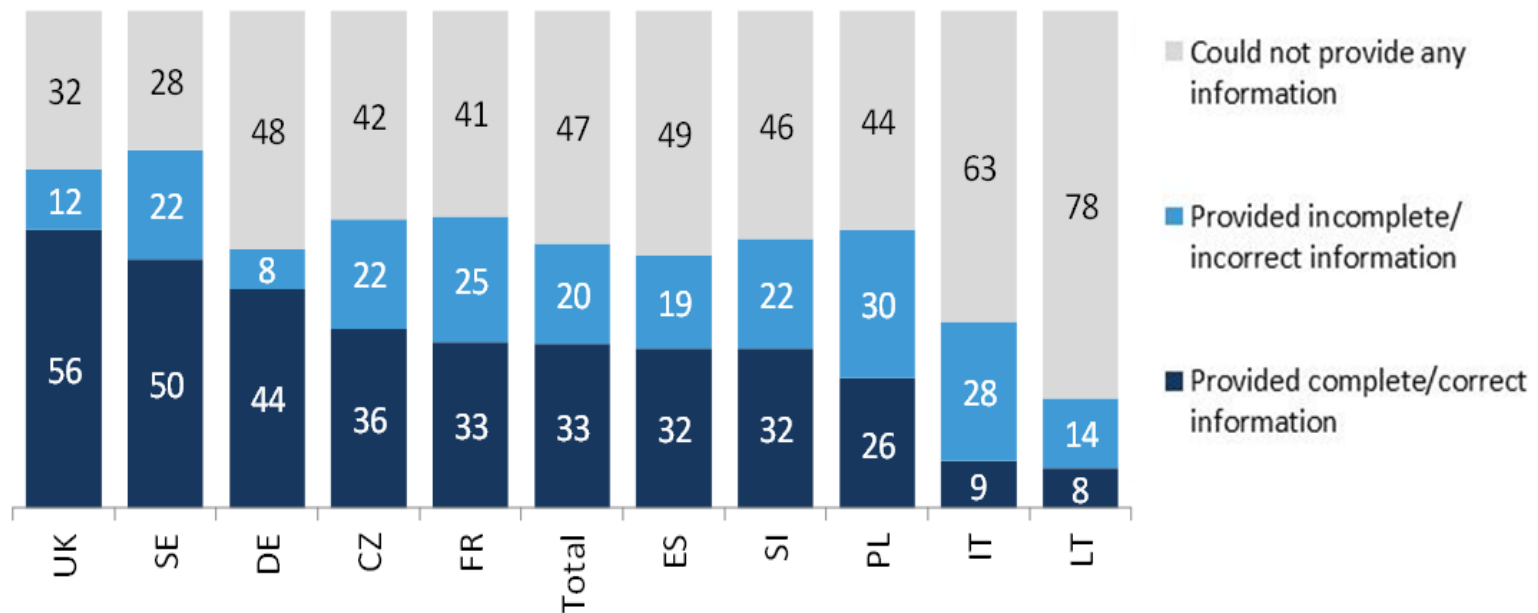
Prosumers

Figure 210: Agreement with the statement: “I am aware of smart meters and what they do”, by country

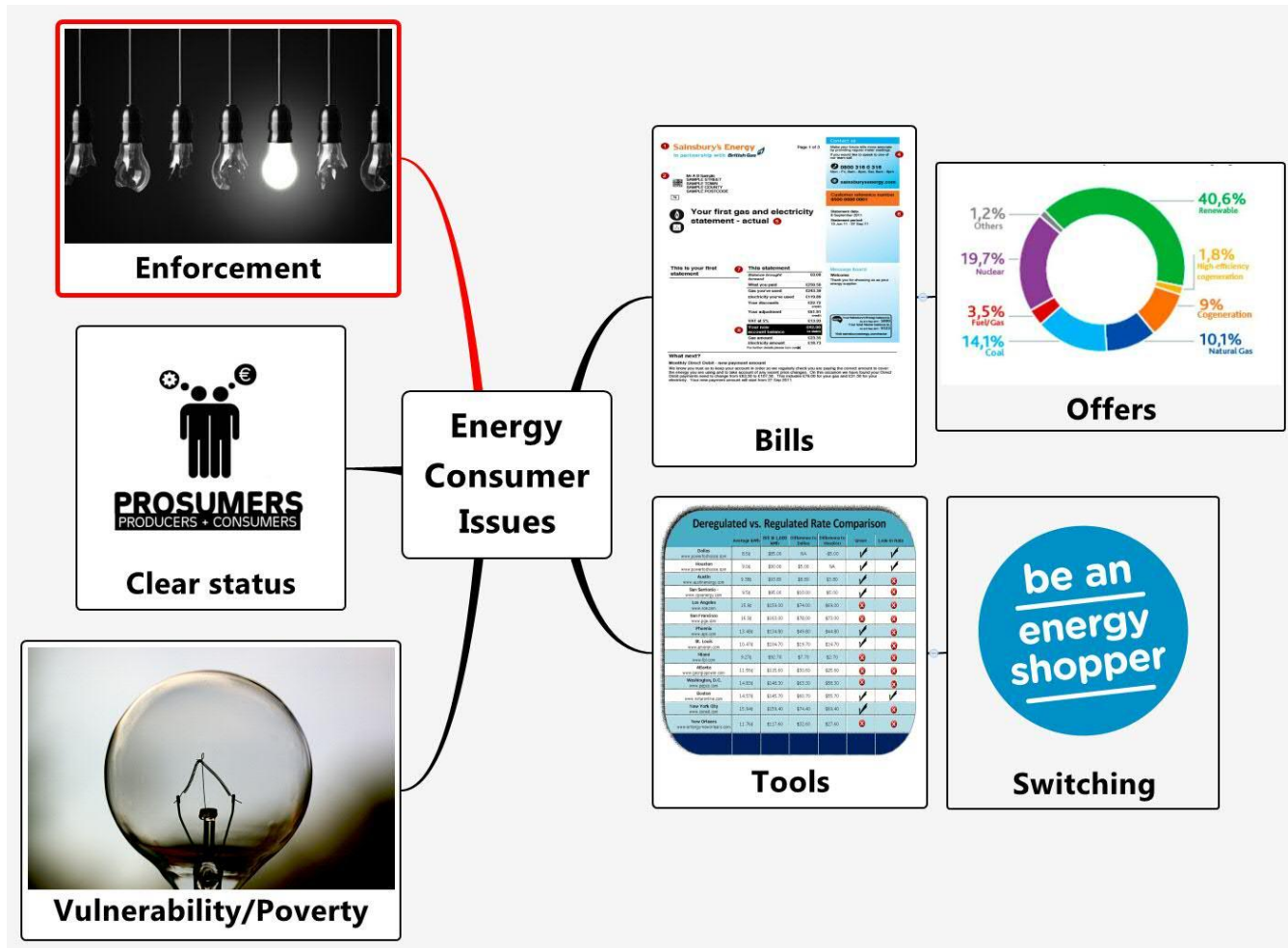


Prosumers

Figure 213: Information about smart meters provided when contacting electricity companies by phone

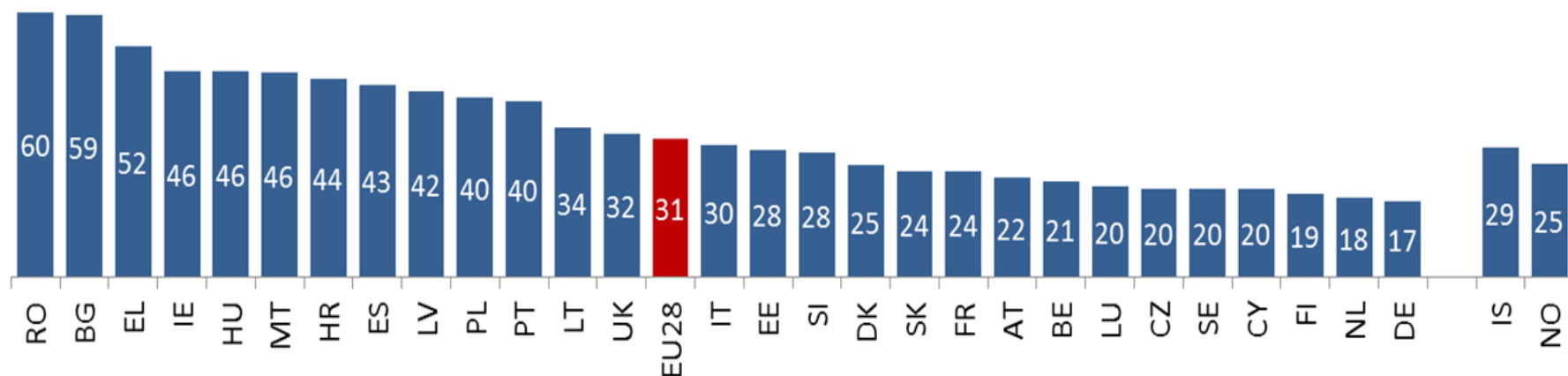


Enforcement

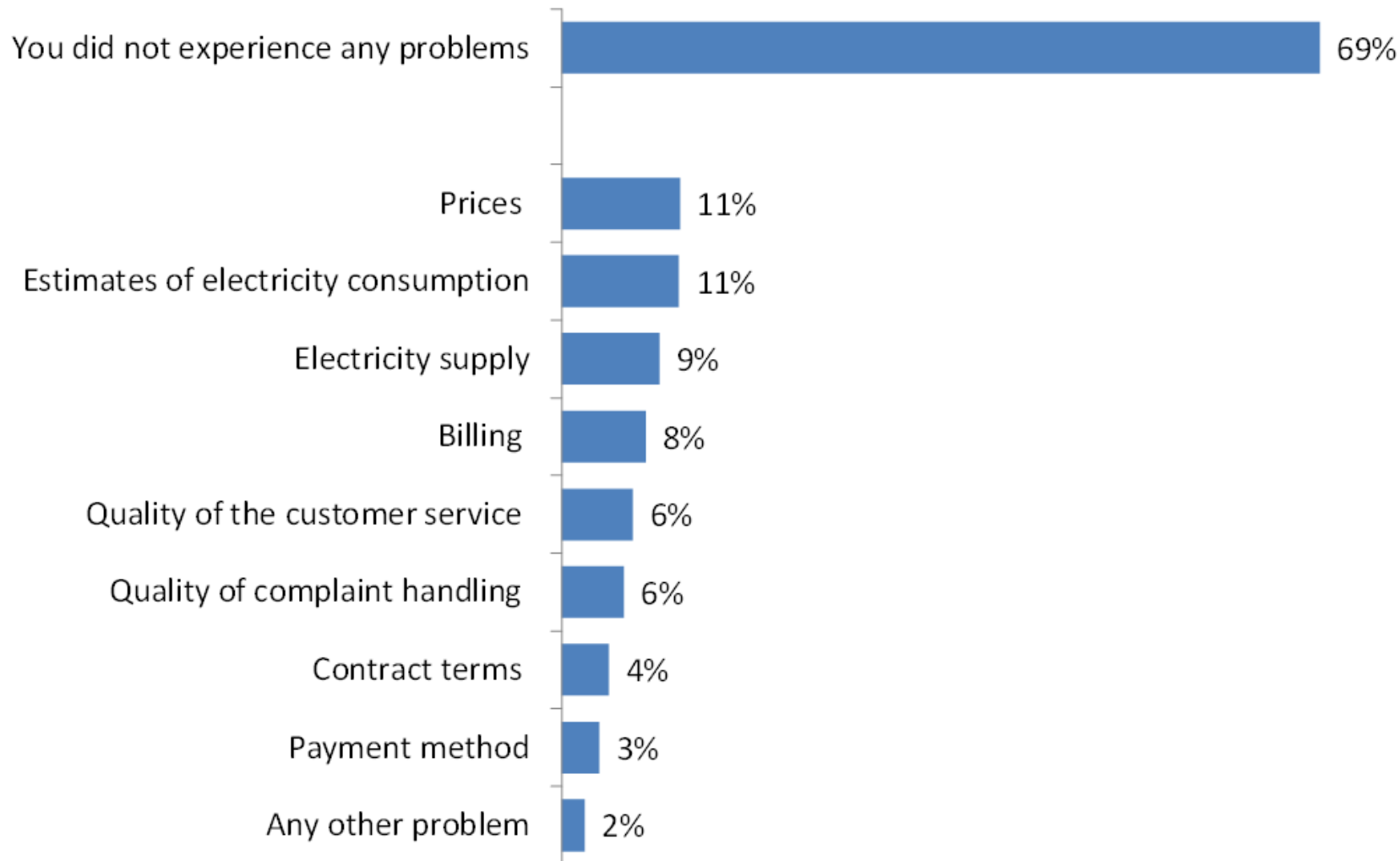


Consumer complaints

Figure 115: Proportion of consumers who indicated having experienced at least one problem with their electricity company in the past three years, by country



Types of issues



Issues / Affordability

