

Citizens' Energy Forum London, 23-24 February 2016





Delivering a New Deal for Energy Consumers

3 Pillars

- Empowering consumers to act
- Making smart homes and networks a reality
- Special attention to data management and protection





Consumer Markets Scoreboard

43 %

On a scale from 0 to 10, how difficult or easy was it to compare <the services/products> sold by different <suppliers/retailers>? Diff Diff Diff 2013 2013-2012 2012-2011 2011-2010 5-7 8-10 0-4 EU28 - All markets 10% 7.3 0 0.1* 0.1* 35 % 55% Holiday accommodation 5% 65% 7.8 0 0.1* 0.2* 31% Personal care services 6% 32% 62% 7.8 0 0.1* 0.1* Cafés, bars and restaurants 7% 32% 61% 7.7 -0.1* 0.1* 0.3* Airline services 6% 32% 62% 7.7 0.1* 0.2" 0 Culture and entertainment 6% 33% 61% 7.7 0 0 0 Commercial sport services 6% 35 % 7.6 0 0 0 59% Packaged holidays & tours 696 7.5 0 0.1* 0.2* 36 % 58% Vehicle rental services 7% 36 % 56% 7.4 0.1* 0 0 Vehicle insurance 11% 33% 56% 7.3 0 0.1* 0.1* 7.3 Off-line gambling services 10% 36% 54% 7.2 0.1* TV subscriptions 10% 35 % 0.3* 54% Home insurance 11% 38% 7.1 0 0.1* 0.1* 51% On-line gambling services 9% 41 % 7.1 50% -0.1* 0.3* Internet provision 13% 37% 7.1 0.1* 50% Mobile telephone services 14% 34% 52% 7.1 0.1 0.1* 0.2* 7.0 0.1* Services markets 12% 37% 50% 0* 0* 7.0 0.1* Fixed telephone services 13% 37% 49% 0 0.2* Tram, local bus, metro 14% 35 % 51% 7.0 0 0 -0.1* Vehicle maintenance and repair 14% 39% 47 % 6.9 0 0.1* 0 6.9 0 0.1* 0.1* Maintenance services 12% 42 % 46% 6.9 0.1* -0.1* -0.2* Postal services 15% 38 % 47 % 6.7 0 0.2* Loans, credit and credit cards 15% 40 % 45% 0.2* 0.1* -0.3* Train services 16% 37 % 47 % 6.7 6.7 0.1* 0.1* Private life insurance 14% 42 % 44% Bank accounts 16% 41 % 6.6 0.1* 0 0 43% 0.1* 6.6 0.1* Legal and accountancy services 15% 42% 43% 0.1* 0.1* 0.1* 6.6 Real estate services 14% 45 % 41 % Gas services 17% 45% 0.1* 0 0 38 % 6.4 0.1* 0.2* -0.3* 43% Electricity services 21% 35 % 6.3 0.1* 0 Mortgages 18% 42 % 40% Water supply 20% 37 % 43 % 6.3 0.2* 0

35%

file

0.1*

6.1

0.1

SERVICES

Investment products 22%

Source: Market monitoring survey, 2013



Obstacles for Energy Consumers

- Lack of information on costs and consumption
- Network charge increases in household bills
- Insufficient competition and lack of choice
- Lack of reward or possibilities to participate and self-generate





Energy Poverty and Vulnerability

Consumer Vulnerability Study Key Findings

- Improved data collection for better understanding
- Proposes evidence-based approach to vulnerability policy-making
- More effective and concrete solutions needed
- 52% of survey respondents across the EU never compare energy deals
- Approximately 20% of Member States use disconnection protection as main policy measure for vulnerable consumers









Competition and New Market Design

- Simplify and consolidate energy consumer rights
- Increase competition across markets
- Increase consumer understanding of their consumption
- Easy comparison and switching of suppliers





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Customer Reference number : 3265451		upply address : 15, Yourstreet 1250 Yourtow n	Billing Address : Jane Yourname 15, Yourstreet 1230 Yourdown
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Your Supplier			YourCompray Ltd.
Contract Period		2 Years, expires on 20 September 2014	
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Data Management and Protection

• Protection of personal data

December agreement on EU data protection reform

- Data protection rules for digital age
- Data Protection Impact Assessment Template for smart grids





Prosumers and Self-generation

- Solid rules for prosumers
- Encourage active consumers through lower bills
- Prosumers contribute to fuel mix
- Help to reduce CO₂ emissions and reach renewables targets





Conclusions

- New Deal for <u>all</u> energy consumers
- We need <u>all</u> stakeholders including you to contribute
- Greater Forum focus on enforcement

