



# **European Consumer Consultative Group (ECCG)**

**4-5 June, 2014**

# *Ongoing activities in energy sector*

*C. Toernblom,  
DG SANCO  
L. Blake,  
DG ENER*

# ACTIVITIES I

- **Engagement** → Working with EU & national stakeholders: Energy & Consumers event: Warsaw 11 July
- **Capacity Building of consumer org: training** → underway; focus on general information & collective switching (PL, CZ)
- **E-billing & personal energy data mgmt WG**
  - Third Package & art. 10 EED implementation
    - contribute to 20% efficiency target by households
    - advice to MSs now implementing e-billing

## ACTIVITIES II

- **Consumers acting as energy market agents**

→ new WG: focus on Collective Switching, Joint Energy Purchases, Self-Generation, Collaborative Consumption

### **COM – EL EU Presidency Seminar on Better Deals for Energy Consumers**

→ ***collective switching*** : better prices, more competition ‘initiation event’

→ ***individual switching national campaigns***: stay active or ... ‘*you snooze, you lose*’, *value for money*

→ **energy efficiency**: spend less on energy & contribute to econ. Recovery via building renovation & reducing energy demand (‘making more with less’)

# ACTIVITIES III

## Market study: functioning of retail electricity markets for consumers (2014)

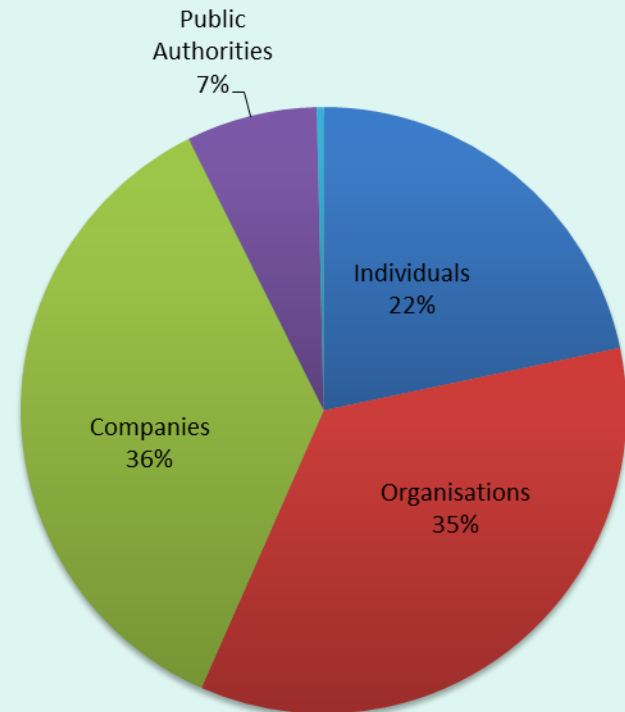
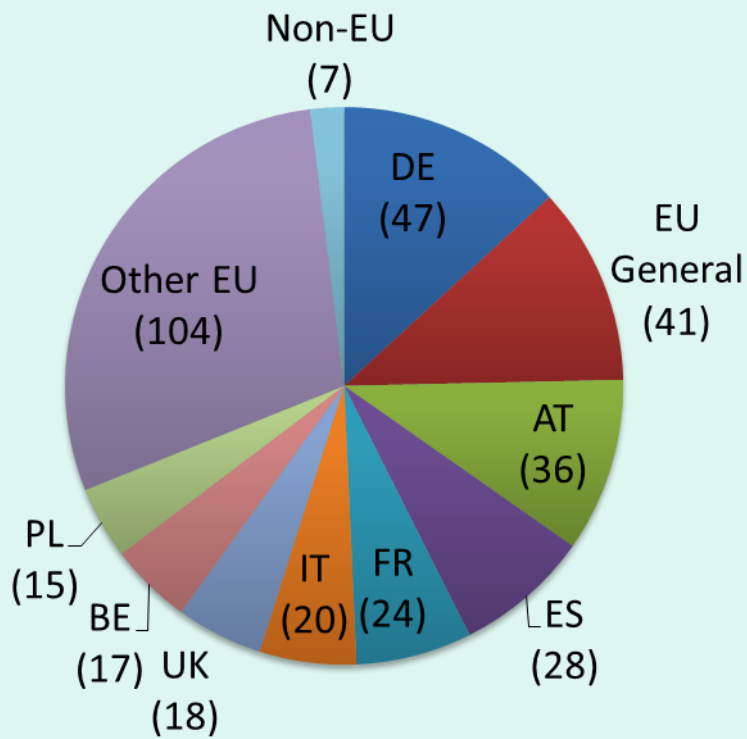
- ***Purpose:***
  - Revisits the 2009-10 study
  - Check competition at retail level – do benefits reach consumers (incl. vulnerable ones)?
  - Assesses impact of recent legislation – implementation & enforcement
  - Reviews energy company innovation & tests consumer behaviour
- ***Methodology:***
  - Price collection, interviews, mystery shopping, behavioural testing
- ***Timing:***
  - Kick-off June, conclusion Spring 2015

# ACTIVITIES IV

## **Forthcoming Energy events in Brussels – involvement by the ECCG sub-group on Energy**

- Fondazione Consumo Sostenibile 17/06: Consumer engagement on energy efficiency, climate change and micro generation
- CEER 18/06, Annual Energy Customer Conference

# Public Consultation: Retail Markets



# Public Consultation: Questions

Market  
functioning and  
consumer  
participation

Market design

Demand-side  
participation

- Household consumer/SME control of consumption and costs
- Switching
- Billing information
- Future retail market development
  
- Levels of competition
- Role of distribution system operators
- Consumption data access & management
- National regulatory authority effectiveness
  
- Energy efficiency
- Role of energy service companies & aggregators
- Demand response (less energy used when shortage of supply/prices are high etc.)
- Dynamic pricing & tariffs e.g. time-of-use tariffs
- Smart appliances and self-generation



# Public Consultation: Key Results

Market  
functioning  
and consumer  
participation

Market design

Demand-side  
participation

- Market functioning mostly impacted by transparent contracts/bills, insufficient customer choice and competition
- Drivers for future market functioning: smart grids and meters; data management
- Insufficient benefits for customers = low switching rates
- Affordability & demand response: important for consumer participation
- Consumers have insufficient information to be more energy-efficient
- It is early days for energy service companies, and more of them need to be active in energy efficiency
- NRAs performing well

# Retail Markets Policy Topics

*Empowered consumers, rewarded for action*

- **Provide suitable tools**

Smart meters

Self-generation

- **Consumption data for informed behavioural change**

Demand response

- **Transparent pricing and billing**
- **Energy Consumer Rights**
- **Effective competition and choice**

*Open, efficient distribution networks*

- **Cost-effective operation and development**

Incentives/tariffs

- **Accessible, stable local grids**

Flexibility/local balancing

- **Clear, transparent role for distribution system operators**

Data handling

ECCG