

# Presentation to European Consumer Consultative Group



**NATIONAL SITUATION AND  
IMPACT ON CONSUMER ISSUES**

CNCU



MINISTRY FOR ECONOMIC  
DEVELOPMENT



*Ministero dello Sviluppo Economico*

# NATIONAL ASSOCIATIONS REQUIREMENTS: (ESTABLISHED BY OUR CONSUMER CODE)

- 3 YEARS ACTIVITY
- DEMOCRATIC SYSTEM
- NON-PROFIT
- UPDATED MEMBER LIST
- MEMBERS > 0,5 ‰ NATIONAL POPULATION / 5 REGIONS
- ANNUAL FINANCIAL STATEMENT
- LEGAL REPRESENTATIVES OF CONSUMER ASSOCIATIONS CAN'T BE ADMINISTRATORS OF GOODS/SERVICES COMPANIES OR PROMOTE ANY COMPANIES

# 19 RECOGNISED NATIONAL ASSOCIATIONS

## GENERAL ASSOCIATIONS:

ACU  
ASSOCONSUM  
ASSOUTENTI  
CODACONS  
CODICI  
CONFCONSUMATORI  
UNIONE NAZIONALE CONSUMATORI  
LA CASA DEL CONSUMATORE  
ADICONSUM  
ADOC  
FEDERCONSUMATORI  
ALTROCONSUMO  
CENTRO TUTELA CONSUMATORI E UTENTI ALTO ADIGE  
LEGA CONSUMATORI  
MOVIMENTO CONSUMATORI  
MOVIMENTO DIFESA DEL CITTADINO

INDEPENDENT

TRADE-UNION

EDITORIAL

MINORITY

SOCIAL-ENVIROMENTAL

# SECTORIAL ASSOCIATIONS:

ADUSBEF (bank and finance services)

ASSOCIAZIONE UTENTI DEI SERVIZI RADIOVISIVI (tv, radio services)

CITTADINANZATTIVA (specializes in ill rights)

- NO governative consumer associations
  - NO umbrella organization

# FUNDING SYSTEM

ECONOMIC PENALTIES INFLICTED BY  
ANTITRUST AUTHORITY

MINISTRY FOR ECONOMIC  
DEVELOPMENT

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graph TD; A[MINISTRY FOR ECONOMIC DEVELOPMENT] --> B[REGIONS]; A --> C[CONSUMER ASSOCIATIONS];
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REGIONS

CONSUMER ASSOCIATIONS

# Gas and Electric Authority



30 “ENERGY COUNTERS”  
+  
CALL CENTER

# CHECKS AND STANDARDS

- INTENSIVE GOVERNMENT'S CHECKS
  - AT LEAST 30.000 MEMBERS
- MEMBERS WRITTEN CONFIRMATION  
EVERY 2 YEARS



# ITALIAN CLASS ACTION



## LIMITS:

- OPT-IN SYSTEM
- NO PUNITIVE DAMAGES
- FEW CONSUMER RIGHTS
- TWO PHASES
- CONSUMER ASSOCIATIONS DON'T HAVE THE CAPACITY TO SUE

# RELATIONSHIP WITH COMPANIES

Consumer associations cooperate with goods/services companies to realize:

PROJETCS

ADR

PUBLIC SERVICES  
CHARTERS AND  
CHECKS

GENERAL  
CONTRACT'S  
CONDITIONS

# ADR

## ADR AGREEMENTS WITH COMPANIES

CONSUMER  
ASSOCIATIONS



GAS, ELECTRIC,  
PHONE, TRANSPORT,  
FINANCE, POSTAL,  
INSURANCE COMPANIES

# OTHER CONSUMER ADR

- CORECOM: phone, tv, internet issues
- ABF: bank disputes
- AEEG: gas and electric problems

# EXPO 2015

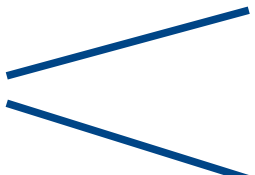


Milan - May 1 / October 31 2015

# “Feeding the Planet, Energy for Life”

- Nutrition and planet's sources

- Two aspects:



- Traditional cultural values
- Use of new technologies

THANK YOU FOR YOUR ATTENTION!



Giovanni Ferrari

4 June 2014