



European Consumer Consultative Group

Update on Consumer Policy

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Energy poverty awareness-raising campaign

- Who? Consumers facing energy poverty
 - **Increase awareness of their rights**
 - **Support energy efficiency actions**
- How?
 - **Information on energy-saving tips**
 - **Low-cost energy efficiency improvements**
 - **Funding possibilities**

Where? Pilot in four Member States

- **Firstly, Czech Republic**
 - **Then Greece, Portugal, and Romania**
- Make it local through municipalities, social services, building managers, healthcare providers, etc.





Update of the Rail passenger rights regulation

The Commission proposed on 28/09 an update of the 2007 Regulation in the following areas:

- *Uniform application of the rules: long distance domestic and cross-border urban, suburban and regional services can no longer be exempted from the application of passenger rights rules.*
- *Better information about passenger rights (e.g. on the ticket)*
- *Discrimination on the basis of nationality and residence is prohibited*
- *Better rights for persons with disabilities and reduced mobility*
- *Improved enforcement and complaint handling procedures*
- *Introduction of a "force majeure" clause exempting rail companies from having to pay compensation in the event of delays caused by natural catastrophes which they could neither foresee nor prevent (limited to earthquakes, volcanic eruptions, extreme floods or very heavy storms)*





Product Safety

As announced at the last ECCG meeting, the Commission adopted on 28 July 2017 a **Notice on the market surveillance of products sold online**

Link to the publication in all language versions:

[http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:52017XC0801\(01\)](http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:52017XC0801(01))

Product Safety cont.

Objective:

- *Guidance for market surveillance authorities to control the safety and compliance of products sold online & inform industry.*
- *Provide legal interpretation of the current legal framework for product safety and compliance in e-commerce.*
- *Provide best practices for strategies and organisation of market surveillance and describe the specificities of investigation and measures.*
- *Provide guidance on how to raise consumers' and businesses awareness on the safety of products sold online.*

(The guidance has been prepared further to extensive consultations with Member States and stakeholders.)



Product Safety cont.

- Pilot campaign on tips for consumers to buy safe products online in 3 countries (Estonia, Sweden and Spain)
- Mainly on social media
- In several phases – it has already started.
- Multipliers are welcome!!!!

https://ec.europa.eu/consumers/consumers_safety/safety_products/rapex/alerts/?event=SafeProductsOnline&lng=en





'New Deal for Consumers' package

- *Announced by Commission President Juncker during the State of the Union Speech on 13 September 2017*
- *'**New Deal for Consumers**' is aiming at facilitating coordination and effective action from national consumer authorities at EU level and reinforcing public enforcement action and better protection of consumer rights*
- *DG Justice & Consumers Deputy Director General invited to share insights*

