



Citizens' Energy Forum

London, 23-24 February 2016

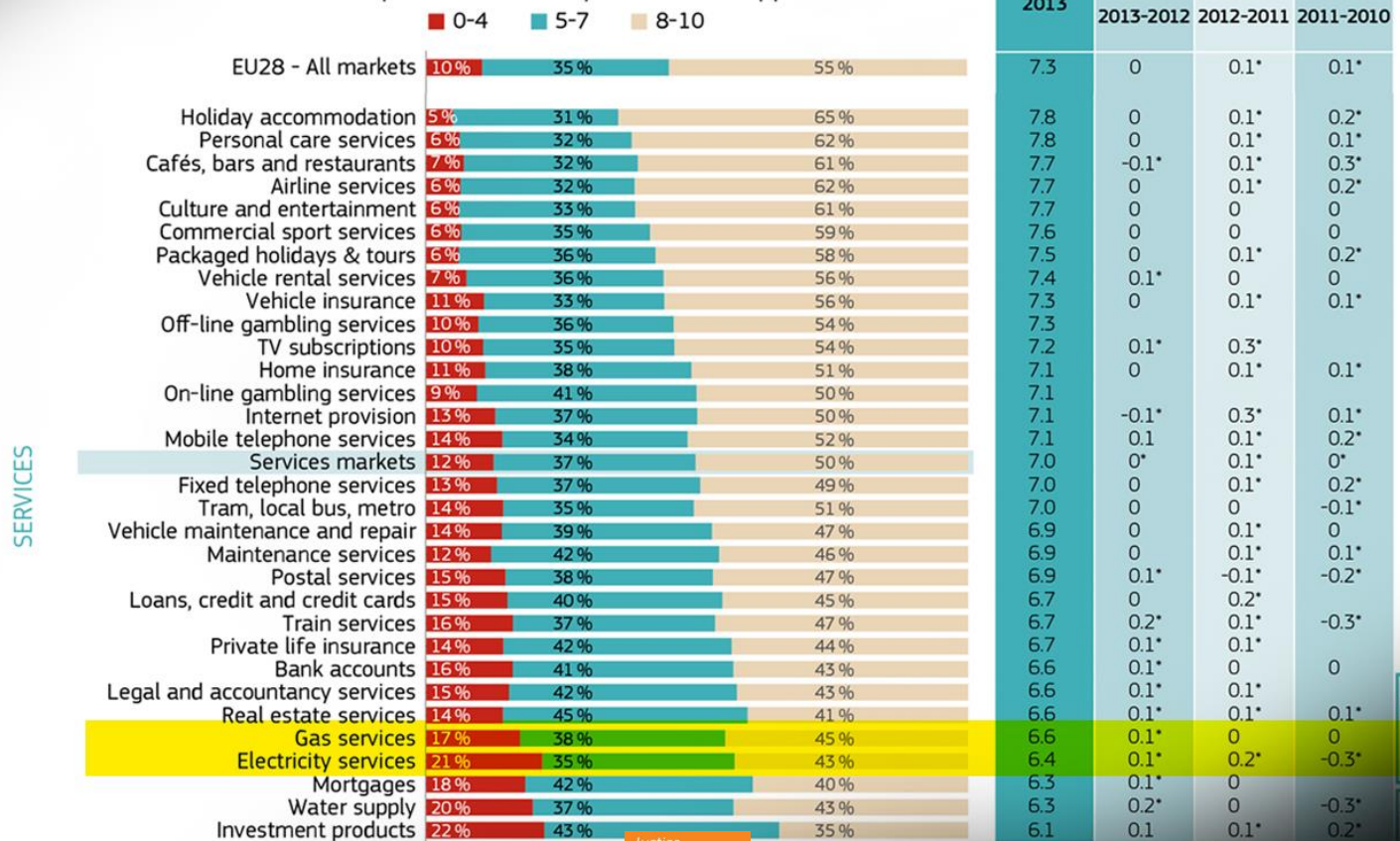
Delivering a New Deal for Energy Consumers

3 Pillars

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

Consumer Markets Scoreboard

On a scale from 0 to 10, how difficult or easy was it to compare
<the services/products> sold by different <suppliers/retailers>?



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**



European
Commission



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**



YOUR Company

Reference number: 5546459428

Date of issue: 20 August 2014

Customer Reference number :
3265451

Supply address :
15, Yourstreet
1250 Yourtown

Billing Address :
Jane Yourname
15, Yourstreet
1250 Yourtown

YOUR ELECTRICITY CONTRACT INFORMATION

Your Supplier	YourCompany Ltd.
Contract Period	2 Years, expires on 20 September 2014
Your Switching Code (E.ON)	5146239568574562
Your Tariff	Standard Deal (see overleaf for details)
Unit Prices	Normal rate 6.26 Eurocent/kWh plus taxes and charges (see overleaf for details)



Contact us
Call our Customer service 0800 22 65 65
Via email: yourcompany@services.eu
Check your account give us your reading, pay payments, get information, make a complaint
Email: yourcompany@services.eu Post address: Yourcompany Ltd, 17 Your Avenue, 1500 Yourtown

YOUR REGULAR ELECTRICITY BILL

Total Charges for 15 June – 14 August 2014	€110.32
Amount due before this bill	€0
TOTAL AMOUNT DUE	€110.32
Due by	30 July 2014
PAYMENT METHOD	DIRECT DEBIT
The amount will be debited from your bank account on 30 October	

YOUR TARIFF INFORMATION



TARIFF NAME	STANDARD FIX
General	
Basic unit price	4.24 Eurocent/kWh
OTHER CHARGES (EU PER UNIT) (kWh)	
Standing Charge	1.36 Eurocent/kWh
National levy on the Green Energy Fund	4.46 Eurocent/kWh
TOTAL UNIT COST WITHOUT VAT	10.06 Eurocent/kWh
+ VAT 20%	1.24 Eurocent/kWh
TOTAL UNIT COST incl. VAT	11.30 Eurocent/kWh

YOUR CONSUMPTION 15 JUNE-14 AUGUST 2014



DATE	GENERAL METER NO 7546	TOTAL
15 June	34,000 kWh	
14 August	33,506 kWh	
Your consumption 15 June – 14 August 2014	493 kWh	530 kWh

DETAILS OF YOUR CHARGES 15 June – 14 August 2014



DESCRIPTION	UNITS (kWh)	TOTAL COSTS PER UNIT WITHOUT VAT (Euro)	AMOUNT (€)
Consumption	470 kWh	11.30 Eurocent/kWh	€530.90
Total Cost without VAT			€530.90
		VAT AT 20%	€79.62
Total Charges incl. VAT			€610.52

How to save energy?

www.yourcompany.eu/greentips or Call our Eco-tips
: 08002240250

Our Fuel Mix

20% of our energy comes from renewable resources



Wind Power Biomass Other Renewable

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 all energy consumers**
- **We need all stakeholders – including you - to contribute**
- **Greater Forum focus on enforcement**