

# Protection of vulnerable consumers

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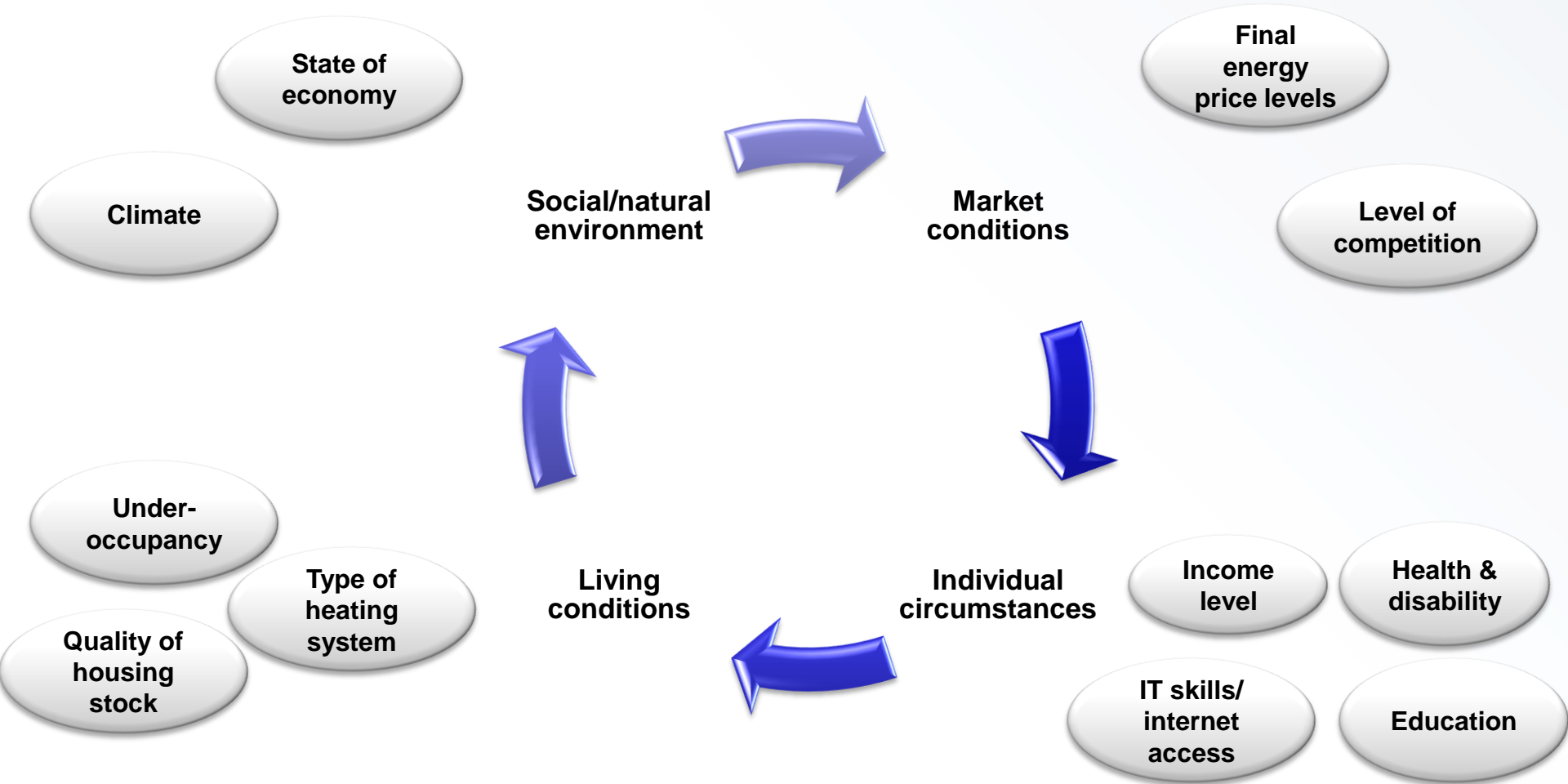


## Who are vulnerable consumers?

- Elderly
- Disabled
- Children
- Financial problems
- Medical equipment that uses electricity
- ...

There is no common definition, each member state decides

# Drivers of vulnerability



# Legal framework

- Energy Efficiency Directive 2012/27/EU
- Alternative Dispute Resolution Directive 2013/11/EU
- Third Energy Package

## *Article 3*

### **Public service obligations and customer protection**

7. Member States shall take appropriate measures to protect final customers, and shall, in particular, ensure that there are adequate safeguards to protect vulnerable customers. In this context, each Member State shall define the concept of vulnerable customers which may refer to energy poverty and, inter alia, to the prohibition of disconnection of electricity to such customers in critical times. Member States shall ensure that rights and obligations linked to vulnerable customers are applied.

# Consumer rights



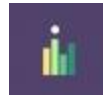
An electricity connection



Efficiency & RES information



A choice of supplier



Special measures for VCs



Easy and fast switch of supplier



Easy conflict resolution



Clear contract



Performance certificates



Accurate consumption & billing

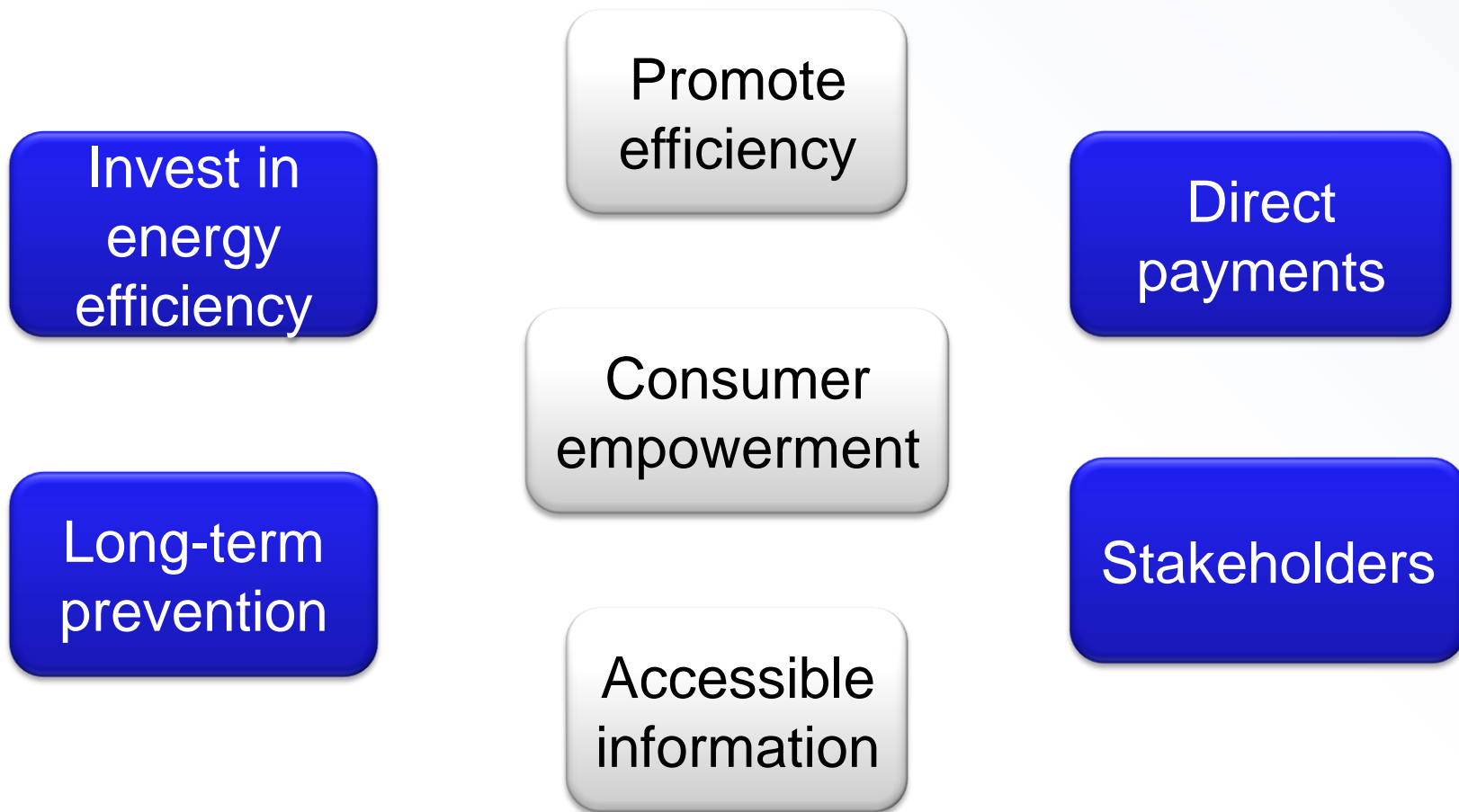


Contact point

## WG VC and CEF

- Working Group on Vulnerable Consumers
  - NRAs/CEER + Ministry representatives; Consumer associations + NGOs; Industry representatives; National ombudsmen; Academia
  - Establish the drivers of vulnerability and Member State measures to address it
  - Provide guidance for Member States to define VC
  - Share examples of Member State instruments and practices
  - Address energy and social policy, incl. energy efficiency measures
- The Citizens' Energy Forum:
  - an annual event designed to explore consumers' views and their role in a competitive, 'smart', energy efficient and fair EU energy retail market

## WG VC guidance document



# Commonly used practices

- Mandatory energy performance certificates for buildings
  - Energy Performance of Building Directive – 2010/31/EU
- Energy efficiency subsidies and funding
  - National Energy Efficiency Actions Plans (NEEAP)
- Regulations and assistance regarding contracts
  - Austria, Croatia, Hungary, Italy, Sweden
- Regulations regarding remote areas
  - Denmark
- Regulations regarding supply interruptions and disconnection
  - Austria, Estonia, Hungary, Luxembourg, Romania, Netherlands, UK
- Social tariffs and special discounts for VC's, subsidies
  - Austria, Cyprus, Estonia, Hungary, Italy, Luxembourg, Malta, Portugal, Romania, Spain, Sweden, UK
- Definition and identification
  - Belgium, Bulgaria, Cyprus, France, Greece, Portugal, Romania, Slovenia, Spain, Sweden, Netherlands



**Thank You for listening!**