Energising the new European energy strategy
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Established in 1962 by 6 consumer organisations

43 member organisations in 31 European countries (26 EU Member States)

Mission is to represent its members at EU level

www.beuc.eu
Context: The European Energy Strategy

Previous strategy of 2007

Third energy package
Review of ETS and building directive, energy labeling, energy services, renewable energy

At the same time:

Implementation remains poor
A lack of European Infrastructure framework
Energy savings potentials are underutilized
A lack of awareness raising and acceptance
Data protection and ensuring consumers benefit when ICT.smart metering is mentioned
Context: The European Energy Strategy

Key issues for the new action plan

Implementation
More emphasis on infrastructure a.o. smart grids
Further reductions of energy needs and emissions
Protection of EU citizens

Protection of EU citizens
Implementation of legal provisions on vulnerable consumers
Increasing transparency on network operation and supply
Effective regulatory oversight
Increasing consumer participation in the energy market
Access to energy savings measures
BEUC’s energy survey (2008): Scope

1st July 2007: last stage of the EU energy market opening process. Should provide EU consumers with:

- a more competitive environment
- choice of energy suppliers & different sources
- better customer service

Survey among BEUC member organisations: is liberalisation delivering benefits for consumers?
Results

Bad news

Mixed news

Good news
Results

BAD NEWS

- Lack of choice

- Difficulties to switch

- Complicated and unclear bills

- Different prices for different payment methods

- Difficulties to claim consumer rights
Results

MIXED NEWS

- Some governmental measures to ensure energy affordability not working in practice

- Contacts but not official representation
Results

GOOD NEWS

- Good security and quality of supply

- Supplier of ‘last resort’
Actions to be taken: Get the market structure right

- Make entry easier
- Ensure regulators are as powerful as the companies they regulate

**Electricity - Has the energy supply market been liberalised (in practice?) during the last 3 years?**

- Yes fully opened: 24%
- Yes partially: 19%
- No: 24%
- Previously opened: 33%
• Make invoices understandable for consumers

• Implementation of consumer rights (Payment methods)

• 14 days to change energy supplier
Actions to be taken: Protect consumers

- Government: Measures to ensure reasonable prices?
  - Already present: 31%; Introduced during the last 3 years: 61%; No: 6%

- Do you think the provisions are adequate?
  - Yes: 19%; Yes, but improve: 43%; No: 38%

- Introduce social measures
  (Social tariffs, disconnection policy, assistance, etc.)

- Consumers should be able to claim their rights
Energizing the new Energy strategy

Make sure energy is available, affordable and accessible for all consumers

Agreement on implementation
(Power of regulators, consumer protection, universal service)

Ensure the market benefits consumers
(Smart grids, Regulated prices versus market, social protection measures)

Consumer should be able to choose
Inform consumers about their energy consumption
(Smart meters or not?, clarity of bills, enough information to change supplier)
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Consumer are not misled when choosing based on environmental criteria

The effect of “Green” electricity: Information and guarantees of origin
Consumer are not misled when choosing based on environmental criteria

For energy efficiency services, consumers are well informed
(Energy services directive to stimulate an energy efficiency market, look at taxation of energy and energy services)
More information on
www.beuc.eu