



Consumers must be able to easily compare, switch or cancel individual parts of a bundled offer

Dear Member of the European Parliament,

Did you know you can get plenty of services along with your electricity and gas nowadays? These bundles include telecoms, insurance or even gift cards. But they also make contracts more complex, bills higher and create barriers when consumers try to switch energy suppliers. You can help consumers when you vote on the Electricity Market Directive:

- Bundled offers should be easily comparable and get included in comparison tools.
- Consumers should be able to switch services separately or terminate the bundled offer at any time for free when a contract is extended without their consent.
- Consumers should have their complaint handled through a single contact point, whichever element of the bundle is the source of the dispute.



The Consumer Voice in Europe

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Member of the

European Parliament,

Brussels/Strasbourg