

Energising the new European energy strategy

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Facciamo Luce!

Campagna annuale
ControCorrente
Altroconsumo

Milano

1st of July 2010

BEUC ? BERRK ? BEUIK ?

- Established in 1962 by 6 consumer organisations
- 43 member organisations in 31 European countries (26 EU Member States)
- Mission is to represent it's 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

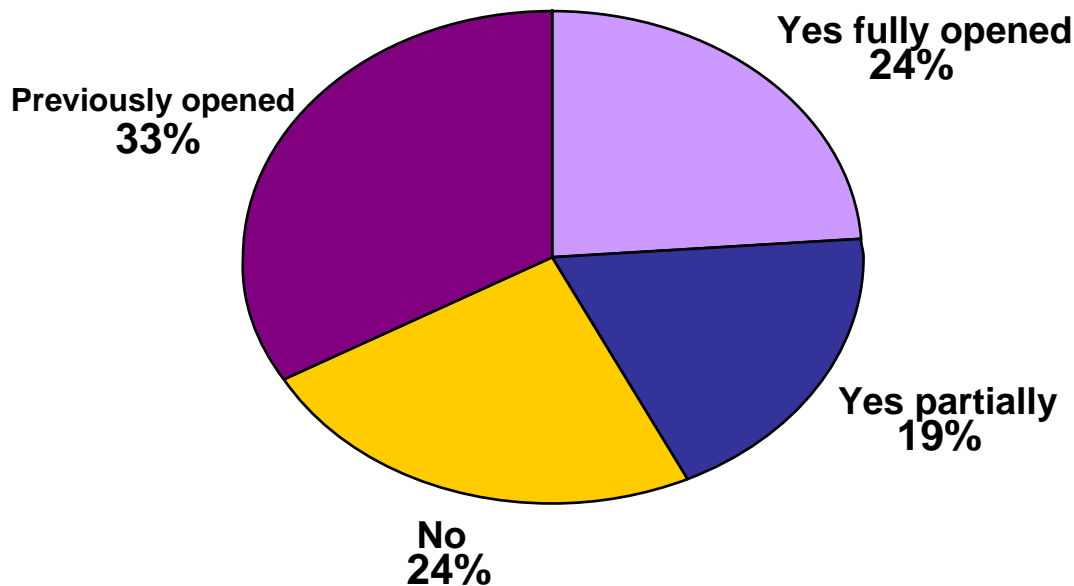
GOOD NEWS

- Good security and quality of supply
- Supplier of 'last resort'



Actions to be taken: Get the market structure right

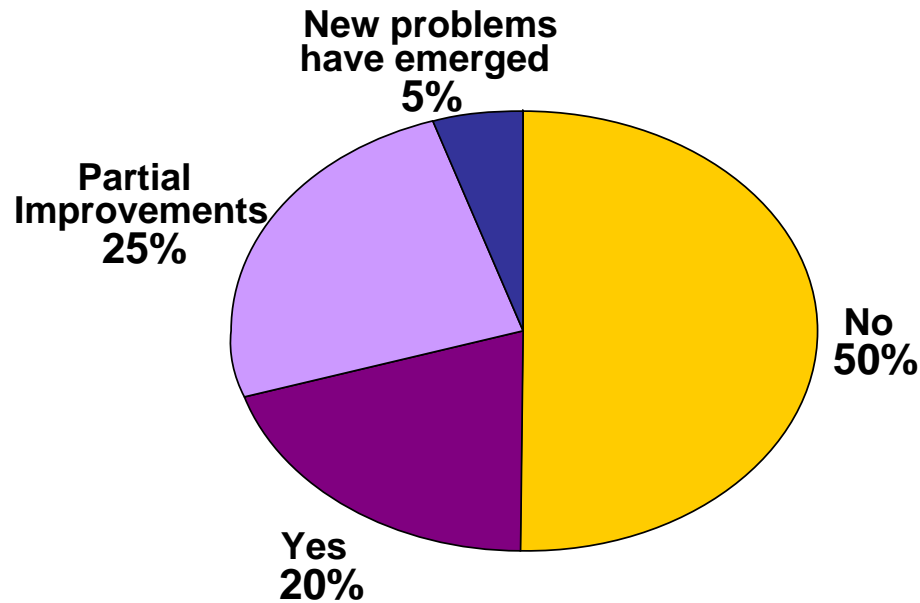
Electricity - Has the energy supply market been liberalised (in practice?) during the last 3 years?



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

Actions to be taken: Empower consumers

Electricity - Has there been any improvements on BILLING been reported during the last 3 years?



- 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

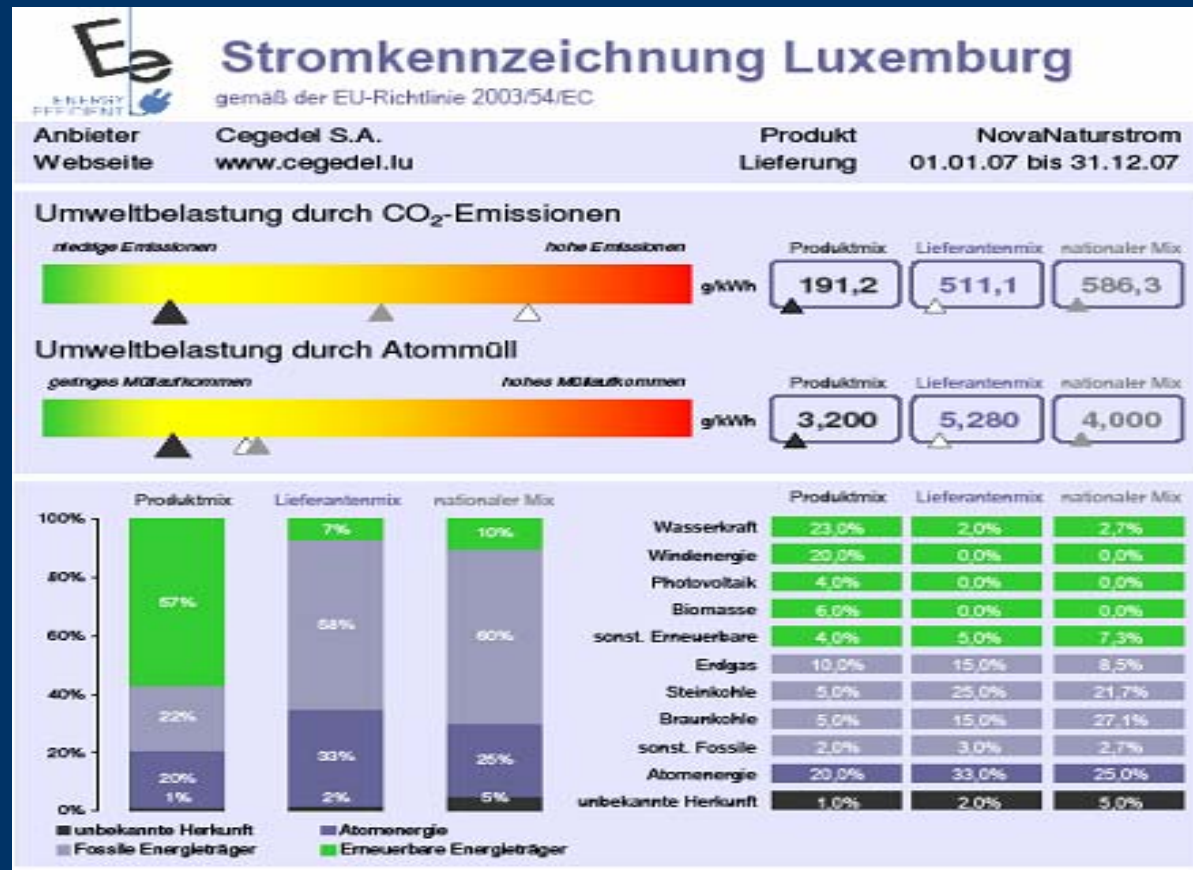
(Smart meters or not?, clarity of bills, enough information to change supplier)



Energizing the new Energy strategy

Consumer are not misled when choosing based on environmental criteria

The effect of “Green” electricity: Information and guarantees of origin



Energizing the new Energy strategy

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



[EC transparency register](#): identification number 9505781573-45

