

Contact: Johannes Kleis: +32 (0)2 789 24 01
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Energy Council meeting: There's just one right thing to do

During tomorrow's Council meeting on Transport, Telecommunications and Energy, ministers from across EU Member States are expected to conclude an 'Energy Policy for Consumers', dealing with consumer rights and the protection of vulnerable customers. Among other things, the Council is expected to highlight the need for training and education of energy consumers to help them reduce their consumption and energy expenditure. BEUC, the European Consumers' Organisation, urges Europe's 27 energy ministers to agree Council conclusions which emphasise what energy policy must be about: putting consumers first.

Monique Goyens, Director General of BEUC said:

"When Europe's energy ministers meet tomorrow, they have a chance to send a strong signal to frustrated energy customers that their concerns will finally be taken seriously. But adopting consumer-friendly conclusions is one thing – now words must lead to action.

"Every one of us wants to reduce our consumption and energy bills, but we often lack the knowledge and tools to do so. BEUC therefore welcomes the Council recognition of energy customers' need for education and information. Getting rid of incorrect and incomprehensible bills would be a first step in the right direction.

"Governments' homework is quite simple. Unless existing rules on transparency, supplier switching, consumer protection and complaint handling are properly implemented, consumer rights amount only to hot air."

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BEUC, the European Consumers' Organisation
+32 (0)2 789 24 01 - press@beuc.eu

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 **EC register for interest representatives: identification number 9505781573-45** 