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### **Ministers put consumers at centre of Energy Union plans**

Giving consumers affordable, secure and sustainable energy was the thrust of today's meeting of EU energy ministers as they discussed the planned 'Energy Union'.

Monique Goyens, Director General of The European Consumer Organisation, commented:

"Energy markets in the EU are in full transition and consumers are feeling the squeeze of high pricing. We welcome energy ministers' focus on consumers as Europe starts building its much-trumpeted Energy Union plans.

"The Energy Union will only succeed if it works for consumers. This will require hands-on actions to restore consumers' trust in the market. Clearer pricing, fair and transparent offers and understandable bills must be in place to ensure consumers can get a fair deal. We need truly competitive markets and an attractive framework for those consumers who want to produce their own energy.

"More efficient energy use is the proper starting point when debating energy markets which work well for consumers. The EU energy label has helped consumers select products on their energy efficiency merits, but it needs an overhaul. European Commission, academic and our members' research have consistently shown that a simple closed 'A to G' scale works best for consumers. The Commission should keep this in mind when publishing its proposal for an updated energy label."

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