

Authority for
Consumers & Markets



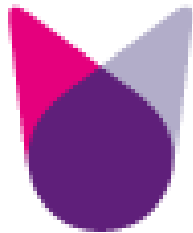
ACM – creating opportunities for consumers *and* businesses

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ACM- Multidisciplinary Authority

Authority for
Consumers & Markets



Consumer Authority



Competition Authority



Regulatory Authority
for Energy, Post,
Telecom and
Transportation

consumentenautoriteit

A well functioning energy market that benefits consumers

Prerequisites:

- Real choice for the consumer in product, price and service; but
- Basics' must be in place e.g.:
 - level-playing field,
 - no barriers to entry,
 - well functioning switching procedures

€5



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€10

Two challenges

1. An empowered and engaged consumer is a powerful force to stimulate competition and innovation, but:
 - he must be *able* to become engaged
 - understand & compare
 - he must be *willing* to become engaged
 - overcome biases
2. Energy companies do not act solely in the domain of energy legislation
 - They are subject to a multitude of oversight, common goal & cooperation between regulators is required

Solution – the Dutch experience so far

- Consumers do not understand and cannot compare offers between suppliers.
- Offers, contracts and bills don't match up



ACM uses an effective multi-disciplined approach by coordinating its different powers (e.g. energy and consumer legislation)

→ No additional regulation required

Staying on top of what's relevant

- Online consultation
- Round tables – legal obligation & best practice
- Intelligence from own analysis
- (anonymous) Tip-offs, signals, leniency applications
- Outcome of market scans
- Open Source Intelligence
- Trend watching
- Economic intelligence

But also:

- Operational contact with stakeholders

Thank you!

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