

DOCUMENT BY THE SERVICES OF THE COMMISSION'S DIRECTORATE GENERAL FOR ENERGY AND TRANSPORT EUROPEAN ENERGY CONSUMER CHECKLIST

1. INFORMATION OBLIGATIONS

Questions

1. **What** organisations or bodies in my area can help me to find out more about **switching supplier**?
2. **What** are my **rights** as an electricity and/or gas consumer?
3. **Where** do I go to find out more on **payment methods**?
4. **What** information would I need to allow me to **assess alternative supply offers**?
5. **What** information should be provided on my **bill**?
6. **Where** do I look to find out more about **energy efficiency measure** in my area?
7. **Who** is responsible for **consumer protection in my area**?
8. **How** do I find out the fuel **mix of my electricity consumption**?
9. **What** other sources of energy are sold by suppliers in my area?
10. **How** can I find out what sources of energy are used and if my supplier's claim that its electricity is or parts thereof are "green" is true?

2. CONTRACTS AND BILLING

Questions

11. **What** minimum information is my supplier obliged to give me on my bill?
12. **Who** do I contact if my bill does not contain the minimum requirements requested by EU legislation?
13. **Where** can I obtain information on my actual consumption over a given period: a year, a month?
14. **What** information should I ask a potential supplier before entering a contract?
15. **How** can I obtain access to complete and comprehensible information on supply offers?

16. Once a contract is in force, **how** do I access full information on its complete contents, including all standard terms and conditions?
17. **What** are the general rules for cancelling my contract? In particular, when
 - moving to a new address?
 - letting my apartment/house to somebody else?
 - switching to another supplier?
18. **Where** can I find out about my suppliers own conditions for cancellation?
19. **Do I have the right** to cancel my contract if
 - the price changes?
 - I am moving to other premises?
20. I have moved/switched to a new supplier. **Do** I still have to pay my bills for my old address/coming from my former supplier?
21. **What** complaint handling mechanism has my supplier set up? **What** are the dispute resolution procedures in my area? **To whom** can I address myself for assistance without cost?
22. **Is there** a minimum level of supply quality? **Am I** entitled to compensation if the predetermined quality of supply is not met?
23. **What** steps must a supplier take first before disconnecting me from supply for an unpaid bill?
24. **What** steps should I take if I think that one of my contract terms has been changed without adequate notice? **Who** should I contact?

3. PRICES, TARIFFS AND MONITORING

Questions

25. **How** can I distinguish between price, charge and tariff on my bill?
26. **What** information should I receive from my supplier on his charging system?
27. **What** are the rules on the calculation method to be applied by my supplier?
28. **Will** I be asked for deposits and connection charges? **How** can I find out more about them?
29. **How** can I distinguish offers? **Can I** get information of energy prices per unit, taking account of parameters for the calculation of prices and possible indexation mechanisms applying to the full contract period?
30. **Where** can I access an electronic price calculator?
31. **Where** do I find a tool helping me to compare different supply offers?
32. **Is there** a recent price monitor published for my area?

33. **What** payment options are open to me?
34. **Is there** a system of regulated prices or other forms of price control applied in my area? **Do** I have a right to receive energy at a price fixed by a national authority?
35. **Whom** do I have to contact in order to be provided with a consumption meter? **Do** I have a choice in the type of meter I can have/can acquire?
36. **Is there** a maximum period specified, over which my supplier has to provide me with information on my actual consumption of gas and/or electricity?
37. **When and how** is my consumption meter read?
38. **Am** I exposed to increasing energy prices during a given contract period? **Are there** public measures reducing the risk to be confronted with significant price increases during my contract duration?
39. **What** is the (legal) procedure before supplier can change the supply price?

4. FREE CHOICE OF SUPPLIER

Questions

40. **Who** are the active suppliers in my area?
41. **How** do I cancel my contract and switch to a new supplier?
42. **What** are the minimum general conditions for cancellation in case of switching?
43. I found a more interesting offer for energy supply and have decided to switch. **Who** takes care of the paper work?
44. When switching supplier, **is there a risk** of disconnection?
45. **What** reasons may exist that would stop me switching supplier?
46. **Are there situations** that would prevent me from switching to a new supplier without penalties?
47. **How** much will it cost me to change supplier?
48. **What** is the maximum duration a supplier is able to tie a consumer for contractually?
49. **Who** should I contact if I think that I have been unfairly charged to change supplier?

5. CONNECTION TO NETWORK

Questions

50. **Who** do I contact to be supplied with energy for the first time?
51. Do I have to sign a contract and **who** do I sign a contract with?
52. **How** do I find out who my supplier is?
53. I do not have a formal supply contract or even a valid offer for energy supply. **Which supplier** is obliged to provide me with energy against payment with or without a formal contract? **Who** is my default supplier?
54. **Do I have to** I sign a contract to be physically connected to an energy distribution network and with **whom**?
55. **Who** is my contact in the event of disruption of energy supplies? **Who** should I contact if I have another technical question concerning my energy supply?
56. **Who** is liable for damages that occur in my household due to disruption of service?
57. If I happen to encounter temporary financial difficulties, **how** can I avoid being cut off from the basic energy supply that is vital for my household's heating and cooking needs?
58. **What** happens if my supplier goes out of business? **Who** is my supplier of last resort?
59. In case of a national, regional or local crisis or other incidents seriously affecting the supply of energy **where** can I get information regarding emergency measures?

6. COMPLAINT HANDLING

Questions

60. **Where** can I find out more about my supplier's complaint procedure ?
61. **Does** my supplier make use of an ombudsman?
62. I need support to settle a dispute with my supplier or network operator. **From which** neutral and independent national body can I request assistance at no cost in case of such a dispute?
63. **What** are the local measures to protect consumers of electricity and gas? **Who** can I contact to find out more about them?

7. CONSUMER REPRESENTATION

Questions

64. **Who** is responsible for the protection of consumers in my area? **What** actions are currently underway by these organisations to protect consumers?
65. There is no competitive offer in my area and only one supplier. **Who** should I talk to about ways to promote competition?
66. **Which** public body is responsible for promoting fair and effective competition?

8. SOCIAL MEASURES

Questions

67. **What** will happen once I have not reacted to a payment notice?
68. **How** can I avoid disconnection if I cannot pay my bill?
69. **What** do I do if I am disconnected?
70. **Is** there a definition of vulnerable consumers applied in my area? **What** criteria do I have to fulfil to be considered as an aid worthy (vulnerable) consumer?
71. **What** support and protection are available for consumers in delicate financial situations in my area?
72. **How** can I reduce my consumption in order to pay less?
73. **Who** can I contact to find out about local measures to vulnerable consumers in my area?
74. My income does not allow me cost intensive energy efficiency investment. **What** else can I do?

9. UNFAIR COMMERCIAL PRACTICES

Questions

75. **What** is an unfair commercial practice? **What** can I do in case of unfair practices?
76. **What** is a misleading selling practice? **What** can I do in case of unfair practices?
77. **Who** should I talk to if I think that I have been given false information, before signing the contract? After having signed a contract?
78. **Who** should I talk to if I think that I have been switched against my will?

