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 supplier's 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?

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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?