European Commission

Second consumer market study on the functioning of the retail electricity markets for consumers in the EU

Country fiches

Ipsos-London Economics-Deloitte consortium
September 2016

Justice and Consumers

EUROPEAN COMMISSION

Produced by Consumers, Health, Agriculture and Food Executive Agency (Chafea) on behalf of the European Commission, Directorate-General for Justice and Consumers

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European Commission
B-1049 Brussels

EUROPEAN COMMISSION

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Directorate-General for Justice and Consumers
EU Consumer Programme (2007-2013)

2016 EN

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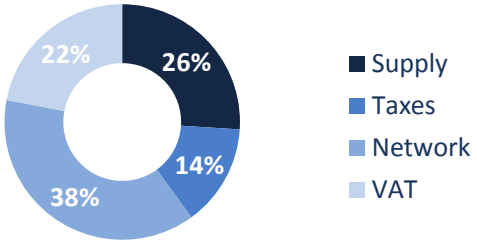
AUSTRIA

MARKET SHARE BREAKDOWN:
No data available

YEAR OF MARKET OPENING[1]:
2001

REGULATED PRICES FOR HOUSEHOLDS[2]:
No

BREAKDOWN OF PRICE

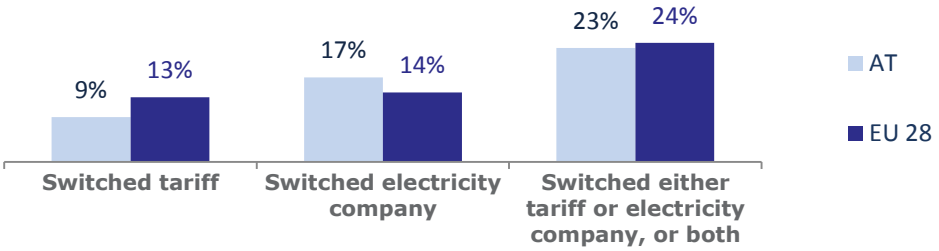


The breakdown shown is for domestic consumers with electricity consumption between 1,000 and 3,500 kWh/year.

Source: National regulator's dataset - Price collection exercise, 2014/15 (Ipsos, London Economics, Deloitte Consortium)

SWITCHING

Consumers who reported having switched **at least once** in the past three years (spring 2012 to spring 2015)[3]



Source: Consumer survey, February-June 2015 (Ipsos, London Economics, Deloitte Consortium)

COMPLAINTS HANDLING & ENFORCEMENT

Since 2015, it is mandatory by law that the largest energy suppliers (i.e. with 50+ employees and €10m in transaction sums[4]) have a customer assistance service. When encountering a problem with a supplier, as a first step, the consumer should contact the electricity supplier. If the consumer is not satisfied with the claim management, the claim can be addressed to the conciliation unit, a service provided by the national energy regulator (E-Control). Energy companies are required to participate in this mediation process and provide all the necessary documents.

E-control has published guidelines on out-of-court procedures, complying with the requirements of article 26 of the E-Control Act (BGBI. 110/2010), for dispute settlement via the conciliation unit[5]. These guidelines specify the nature of the claims to be addressed (article 2) and the costs associated with it (article 9). The ADR does not have a legal mandate to enforce penalties or remedial actions. Despite not having enforcement power, the duration and effectiveness of ADR procedures was rated highly by respondents, and only "very few" complaints went on to become formal court cases according to the stakeholders consulted[6].

VULNERABLE CONSUMERS/ENERGY POVERTY

Austria has no formal legal definition of consumer vulnerability in the energy sector, and it rather relies on a framework of laws and approaches to safeguard vulnerable consumers. For example, various definitions exist in social law. National policies detail information on what support and benefits low-income households (and others) may receive in specific situations. Various social security and energy laws specify a number of criteria to assess vulnerability, including low-income, chronic illnesses, sickness, old age, unemployment status etc. There are also official income thresholds, and if a household falls under these, they are considered vulnerable[7].

Based on the 2012 Green Electricity Act, if certain criteria are met, vulnerable consumers can ask for an exemption from the contribution to the funding of renewable energy. Additional benefits include financing a part of the cost of the electricity bill. Federal state laws (one for each state in Austria) have different schemes of support for low-income households to meet their energy costs (for instance, the Wiener *Energieunterstuezung* in the region of Vienna)[8].

Regarding disconnection, there is a qualified reminder procedure in place to protect customers. For an electricity company to disconnect consumers, they must send reminder letters, one of which must be a registered letter, and include information on the consequences of non-payment[9]. A mechanism with a supplier of last resort and a "right" to a prepayment meter are some of the safeguards against disconnection.

European Commission

MATRIX OF RIGHTS

REGULATORY FRAMEWORK

There are several laws that confer the core energy consumer rights for energy consumers in Austria:

- Electricity Act[10];
- Energy Efficiency Act 2014[11];
- Green Electricity Act 2012[12];
- Energy Performance Certificate Act 2012[13];
- "Distance and Away Shops" Act[14];
- Alternative Dispute Resolution Act[15];
- Energie Control Act[16].

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To choose your supplier and enter into contract with any EU electricity supplier offering services to you	**Electricity Act (EIWOG) - art. 75.1**
To change your energy supplier in an easy and quick way, without extra charges	**Electricity Act (EIWOG) - art. 76.2 (within three weeks) + Ordinance from E-Control, Wechselverordnung 2014 (WVO)**
To receive clear information on your energy contract before signing, and advance notice if any changes are made to the contract, with the possibility to end the contract if you do not accept the new conditions	**Electricity Act (EIWOG) - art. 80.4; art. 81.4**
To withdraw from a new contract within at least seven days* if the contract was concluded outside the supplier's business premises or by distance means of communication (such as Internet or telephone) * 14 days if the Consumer Rights Directive applies	**Distance and Away Shops Act (FAGG) - art. 11**
To have access to accurate information on your energy consumption and therefore regulate your energy consumption	**Electricity Act (EIWOG) - art. 81.3.(6)**
To be properly informed on the benefits of using equipment and vehicles using renewable energy	**Energy Efficiency Act 2014 (EEffG)**
To be properly informed on how much energy you use and how to use energy more efficiently	**Energy Efficiency Act 2014 (EEffG), Anhang I Maßnahmen (Annex I Measures)**
To receive adequate protection if you are defined as a "vulnerable consumer" by relevant national legislation	**Electricity Act (EIWOG) - art 15; art. 70; art. 82.3**
To file a complaint to your energy supplier and, in the event your complaint is not managed to your satisfaction, send your complaint to an independent body for an inexpensive, prompt and fair out-of-court settlement	**Electricity Act (EIWOG) - art. 80.3.(6), Alternative Dispute Resolution Act (AStG) Energy Control Act (E-ControlG) – art 26**
To receive information about the energy efficiency of the property you wish to buy or rent	**Energy Performance Certificate Act (EAVG) - art. 1**

European Commission

MAIN BODIES

MAIN BODIES	NAME AND CONTACT DETAILS
Energy Regulator	**E-Control** Rudolfsplatz 13a, 1010 Wien Tel.: +43 1 24724-0 Fax: +43 1 24724-900 E-mail: office@e-control.at Website: www.e-control.at
Single Point of Contact	**E-Control**
National authorities responsible for enforcement of consumer protection legislation (horizontal and sectoral specific – energy)	**Bundesministerium für Arbeit, Soziales und Konsumentenschutz/Federal Ministry of Labour, Social Affairs and Consumer Protection** Stubenring 1, 1010 Wien Tel.: +43 1 71100-0 E-mail: post@sozialministerium.at Website: www.sozialministerium.at **Verein für Konsumenteninformation/Consumer Information Association** Mariahilfer Straße 81, 1060 Wien Tel.: +43 1 588770 Fax: +43 1 5887771 E-mail: konsument@vki.at **Federal Chamber for Employees (Arbeiterkammer)**/regional level
Bodies with responsibilities relating to competition	**Bundeswettbewerbsbehörde/Austrian Competition Authority** Praterstraße 31 (Galaxy Tower), 1020 Vienna Tel.: +43 1 245 08-0 Fax: +43 1 587 42 0024 E-mail: wettbewerb@bwb.gv.at
Alternative Dispute Resolution Entity	**E-Control Schlichtungsstelle** Tel.: +43 1 24724-444 Fax: +43 1 24724-900 E-mail: schlichtungsstelle@e-control.at
Other relevant bodies and consumer organisations	**Verein für Konsumenteninformation/Consumer Information Association**

European Commission

[1] *Refers to legislative and retail market opening.* ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014 Available at: http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[2] ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014 Available at: http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[3] The national regulator noted that the figure for electricity provider switching measured in the consumer survey is higher than would be expected based on their own data source. According to the regulator, the cumulative switching rate for the period 2012 to 2014 is 6.3%.

[4] Data from the national regulator

[5] Verfahrensrichtlinien gemäß § 26 Abs. 5 Energie-Control-Gesetz (E-Control), BGBl I Nr. 110/2010 für die Streitschlichtung bei der Schlichtungsstelle der Energie-Control Austria für die Regulierung der Elektrizitäts- und Erdgaswirtschaft (E-Control). Available at: https://www.e-control.at/documents/20903/388512/Verfahrensrichtlinien-09012016.pdf/455ae3e4-9af0-4a23-9ea2-d96a597b7aa8

[6] Stakeholder survey conducted in 2015

[7] Stakeholder survey conducted in 2015

[8] More information available at: http://www.wien.gv.at/gesundheit/sozialabteilung/energieunterstuetzung.html

[9] Stakeholder survey conducted in 2015

[10] Electricity Market and Organisation Act/Elektrizitätswirtschafts- und -organisationsgesetz (EIWOG). Accessed 8th January 2016. Available at: https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20007045

[11] Energy Efficiency Act 2014/Energieeffizienzgesetz 2014 (EEffG), accessed on 8th January 2016
Available at: http://www.bmwfw.gv.at/EnergieUndBergbau/Energieeffizienz/Documents/Bundes-Energieeffizienzgesetz.pdf

[12] Green Electricity Act 2012/Ökostromgesetz 2012 (ÖSG), accessed on 11th February 2016
Available at: https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20007386

[13] Energy Performance Certificate Act 2012/Energieausweis-Vorlage-Gesetz 2012 (EAVG), accessed on 8th January 2016
Available at: https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20007799

[14] Distance and Away Shops Act/Fern- und Auswärtsgeschäfte-Gesetz (FAGG), accessed on 8th January 2016
Available at: https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20008847

[15] Alternative Dispute Resolution Act/Alternative-Streitbeilegung-Gesetz (AStG), accessed on 11th February 2016
Available at: https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20009242

[16] Energy Control Act/Energie-Control-Gesetz (E-ControlG), accessed on 11th February 2016
Available at: https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20007046

NOTES

European Commission

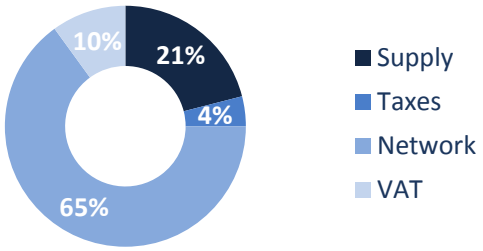
BELGIUM

MARKET SHARE BREAKDOWN:
No data available

YEAR OF MARKET OPENING[1]:
2007

REGULATED PRICES FOR HOUSEHOLDS[2]:
No

BREAKDOWN OF PRICE

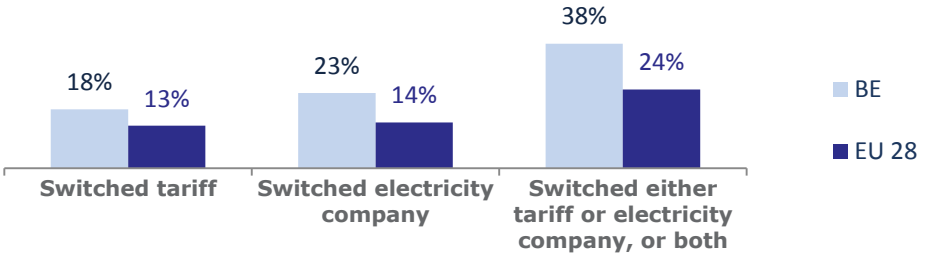


The breakdown shown is for domestic consumers with electricity consumption between 1,000 and 3,500 kWh/year.

Source: National regulator's dataset - Price collection exercise, 2014/15 (Ipsos, London Economics, Deloitte Consortium)

SWITCHING

Consumers who reported having switched **at least once** in the past three years (spring 2012 to spring 2015)



Source: Consumer survey, February-June 2015 (Ipsos, London Economics, Deloitte Consortium)

COMPLAINTS HANDLING & ENFORCEMENT

The authority in charge of electricity complaints is the Energy Ombudsman. The Energy Ombudsman is a federal service created on 21st January 2010. It is mainly handling complaints against electricity companies, particularly in areas relating to poor customer service, and complaints linked to billing and metering. Complaints are admitted only if the complainant has tried at first to solve the dispute directly with the electricity company. If the complaint is deemed not admissible, the Ombudsman transfers the complaint to the electricity company, and the latter must handle the complaint and send a copy of its answer to the Ombudsman. Access to the Ombudsman is free of charge, but only written complaints are accepted (sent by post, e-mail or fax)[3].

The Walloon regional regulatory authority – CWaPE – created the SRME (Service Regional pour l'Energie) in 2008 for the role of mediation on regional matters. Regarding the other regions, BRUGEL (for Brussels) and VREG (for Flanders) do not have a specific body for mediation, but are asked to collaborate with the federal Energy Ombudsman for complaints linked to regional matters[3].

VULNERABLE CONSUMERS/ENERGY POVERTY

Belgium recognises in law both vulnerable consumers and energy poor consumers. The concept of "vulnerable consumer" is defined as a "residential protected client" (a final consumer with modest revenue or in a precarious situation) in Art. 2, 16° quarter, of the Law of 29th April 1999 on the organisation of the electricity market. This concept is used at regional, federal level, or at both levels[4].

Belgium has a number of policies to tackle consumer vulnerability and energy poverty[5]:

a) Strict processes and technical regulations regarding the disconnection of consumers. For example, in Brussels, only a judge can authorise disconnection. In Flanders, there is a ban on disconnection between 1st December and 1st March;
b) The DSO is the supplier of last resort/social provider;
c) Pre-paid meters may be installed (free for those who are being supplied by the DSO as a last resort provider, and for a €100 to other consumers);
d) A payment plan can be proposed to consumers;
e) (Higher) subsidies for energy efficiency measures are foreseen;
f) Energy audits for consumers;
g) Guaranteed electricity supply of 10A is provided;
h) Social tariffs exist and are applicable under certain conditions;
i) Social welfare payments or payment of bills by social welfare.

European Commission

MATRIX OF RIGHTS

REGULATORY FRAMEWORK

The Law of 29th April 1999 entitled 'Law on the organisation of the electricity market' liberalised the energy market. This act has frequently been amended (last amendment by Law of 28/06/2015). It regulates the general organisation of the energy sector. A list of the main laws conferring energy rights on Belgian consumers is as follows:

- Law of 29th April 1999 on the organisation of the electricity market[6];
- Law of 21st December 2013, Act insertion of Title VI "Market Practices and Consumer Protection" in the Code of Economic Law[7];
- Consumers' Agreement[8];
- Flemish Decree of 8th May 2009 on general rules applicable to energy policy;
- Walloon Decree of 12th April 2001 related to the organisation of the regional electricity market;
- Brussels Decree of 19th July 2001 related to the organisation of the regional electricity market;
- Regional legislation on energy performance transposing the Energy Performance of Buildings Directive[9].

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To choose your supplier and enter into contract with any EU electricity supplier offering services to you	**Art 2. 16°, Law of 29th April 1999 (Law on the organisation of the electricity market)**
To change your energy supplier in an easy and quick way, without extra charges	**Art. 18, Law of 29th April 1999 (Law on the organisation of the electricity market)**
To receive clear information on your energy contract before signing, and advance notice if any changes are made to the contract, with the possibility to end the contract if you do not accept the new conditions	**Art. 18, Law of 29th April 1999 (Law on the organisation of the electricity market)**
To withdraw from a new contract within at least seven days* if the contract was concluded outside the supplier's business premises or by distance means of communication (such as Internet or telephone) * 14 days if the Consumer Rights Directive applies	**Art. VI. 67-68, Law of 21st December 2013 (Act insertion of Title VI "Market Practices and Consumer Protection" in the Code of Economic Law)**
To have access to accurate information on your energy consumption and therefore regulate your energy consumption	**Art. 18, Law of 29th April 1999 (Law on the organisation of the electricity market)**
To be properly informed on the benefits of using equipment and vehicles using renewable energy	**Art. 7 and Art. 18, Law of 29th April 1999 (Law on the organisation of the electricity market)**
To be properly informed on how much energy you use and how to use energy more efficiently	**Art. 18, Law of 29th April 1999 (Law on the organisation of the electricity market)**
To receive adequate protection if you are defined as a "vulnerable consumer" by relevant national legislation	**Art 2, 16° quarter and quinquies, Law of 29th April 1999 (Law on the organisation of the electricity market)**
To file a complaint to your energy supplier and, in the event your complaint is not managed to your satisfaction, send your complaint to an independent body for an inexpensive, prompt and fair out-of-court settlement	**Art 2, 16° quarter and quinquies, Law of 29th April 1999 (Law on the organisation of the electricity market)**
To receive information about the energy efficiency of the property you wish to buy or rent	**Regional legislation on energy performance transposing the Energy Performance of Buildings Directive**

European Commission

MAIN BODIES

MAIN BODIES	NAME AND CONTACT DETAILS
Energy Regulator	*Federal* **CREG (Commission de Régulation de l'Electricité et du Gaz / Commissie voor de Regulering van de Elektriciteit en het Gas)** Rue de l'Industrie 26-38 1040 Bruxelles Tel.: +32 2 289 76 11 Fax: +32 2 289 76 09 *Regional* **BRUGEL (Commission pour la régulation des marchés de l'électricité et du gaz)** Gulledelle 92 1200 Bruxelles Tel.: 0800 97 198 **CWaPE (Commission wallonne pour l'Energie)** Route de Louvain-la-Neuve 4 bte 12 5001 Namur Tel.: +32 81 33 08 10 Fax: +32 81 33 08 11 **VREG (Vlaamse Reguleringsinstantie voor de Elektriciteits- en Gasmarkt)** Graaf de Ferrarisgebouw Koning Albert II-laan 20 1000 Bruxelles Tel.: +32 2 553 13 53 Fax: +32 2 553 13 50 E-mail : info@vreg.be
Single Point of Contact	**Service de Médiation de l'Energie/Ombudsdienst voor Energie** Rue Royale 47 1000 Bruxelles Tel.: +32 2 211 10 60 Fax: +32 2 211 10 69 E-mail: plainte@mediateurenergie.be/ klacht@ombudsmanenergie.be
National authorities responsible for enforcement of consumer protection legislation (horizontal and sectoral specific – energy)	**SPF Economie, P.M.E., Classes moyennes et Energie/FOD Economie, K.M.O., Middenstand en Energie** Rue du Progrès 50 1210 Bruxelles Tel.: 0800 120 33 Fax: 0800 120 57 Website: www.economie.fgov.be
Bodies with responsibilities relating to competition	**Autorité belge de la Concurrence /Belgische mededingingsautoriteit** City Atrium Rue du Progrès 50 1210 Bruxelles Tel.: +32 2 277 52 72 Fax: +32 2 277 53 23 E-mail: info@bma-abc.be
Alternative Dispute Resolution Entity	**Service de Médiation de l'Energie/Ombudsdienst voor Energie**
Other relevant bodies and consumer organisations	**Test Achats/Test-Aankoop** Rue de Hollande 13 1060 Bruxelles Tel.: +32 2 542 35 55

[1] *Refers to legislative and retail market opening.* ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[2] ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[3] Stakeholder survey conducted in 2015

[4] Complete report in CREG (2011). L'imputation par les gestionnaires de réseau de distribution des frais résultant des obligations de service public sociales dans le marché de l'électricité
Available at: http://www.creg.info/pdf/Etudes/F1131FR.pdf

[5] Stakeholder survey conducted in 2015

[6] Law relative to the electricity market, 29th April 1999. Accessed on 8th January 2016.
Available at :
http://www.ejustice.just.fgov.be/cgi_loi/change_lg.pl?language=fr&la=F&cn=1999042942&table_name=loi

[7] Law to incorporate Title VI "Market practices and consumer protection" to the Code of Economic Law. Accessed on 8th January 2016.
Available at :
http://www.ejustice.just.fgov.be/cgi_loi/change_lg.pl?language=fr&la=F&cn=2013122123&table_name=loi

[8] Consumers' Agreement. Accessed on 8th January 2016.
Available at: http://economie.fgov.be/fr/binaries/accord_electricity_fr_tcm326-41209.pdf

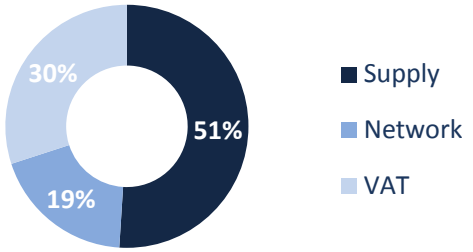
[9] Information from the grid operator of the Brussels region. Accessed on 8th January 2016.
Available at: http://www.energuide.be/fr/questions-reponses/quelles-sont-les-obligations-legales-en-matiere-disolation-thermique/82/

NOTES

European Commission

BULGARIA

BREAKDOWN OF PRICE

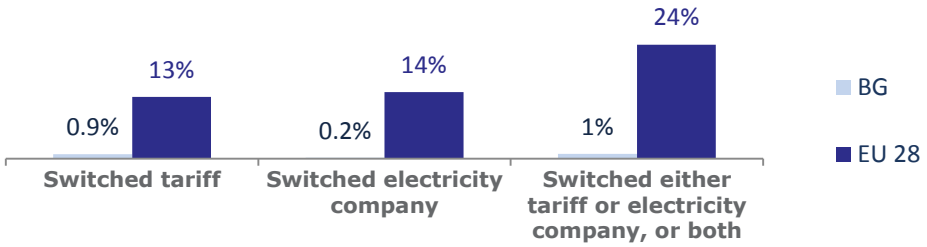


The breakdown shown is for domestic consumers with electricity consumption between 1,000 and 3,500 kWh/year.

Source: Private sector data (suppliers' websites) - Price collection exercise, 2014/15 (Ipsos, London Economics, Deloitte Consortium)

SWITCHING

Consumers who reported having switched **at least once** in the past three years (spring 2012 to spring 2015)



Source: Consumer survey, February-June 2015 (Ipsos, London Economics, Deloitte Consortium)

COMPLAINTS HANDLING & ENFORCEMENT

In 2013, the Energy and Water Regulatory Commission (EWRC) launched an approval procedure for new general conditions to be put in place by electricity distributors and suppliers in order to ensure consistent consumers rights and obligations throughout the country. EWRC has a hotline for inquiries and alerts where consumers can ask questions or clarify the complaint filing procedure[4].

Companies who are the subject of complaints are required to respond in writing to both the regulator and the complaining consumer[5]. Terms and conditions for amicable disputes settlement are regulated by the Energy Act and by Ordinance no. 3 on licensing the activities in the energy sector. For disputes that did not achieve an amicable settlement, or when some of the parties reject an amicable settlement, the regulator shall take a decision within two months after receiving the complaint. This period may, however, be extended, with the applicant's consent, by two months if the collection of additional data and information is required.

VULNERABLE CONSUMERS/ENERGY POVERTY

A definition for "vulnerable clients" is given by the Energy Act and refers to household clients who receive allowances for electricity, heat or natural gas under the Act on Social Assistance. Families with an average income below what is defined as the minimum level are entitled to receive social support for heating-related expenses under the Winter Supplement Program administrated by the Ministry of Labour and Social Policy[6]. Additionally, according to the Energy Act art. 38e energy providers must establish special procedures for providing information related to consumption and termination of supply to vulnerable clients[7].

MARKET SHARE BREAKDOWN[1]:

Kozloduy NPP: 43%
Maritsa Iztok 2: 31%
NEK EAD: 12%
Others: 14%

YEAR OF MARKET OPENING[2]:
2016

REGULATED PRICES FOR HOUSEHOLDS[3]:
Yes

European Commission

MATRIX OF RIGHTS

REGULATORY FRAMEWORK

Directive 2009/72/EC and Directive 2009/73/EC have been transposed into the Bulgarian legislation with the Energy Act amendments of 17th July 2012 and 5th July 2013. With the amendments of 17th July 2012, a new section has been created in the Energy Act - Section VI – Measures to protect the end consumers. The main legal instruments for consumer protection are:

- Energy Act[8];
- Consumer Protection Act[9];
- Energy Efficiency Act[10].

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To choose your supplier and enter into contract with any EU electricity supplier offering services to you	**Energy Act, Chapter 9, Section V, art. 95 (1)**
To change your energy supplier in an easy and quick way, without extra charges	**Energy Act, Chapter 3, Section VI, art. 38b (2)** **Energy Act, Chapter 9, Section V, art. 95 (2)/(3)**
To receive clear information on your energy contract before signing, and advance notice if any changes are made to the contract, with the possibility to end the contract if you do not accept the new conditions	**Energy Act, Chapter 3, Section VI, art. 38a**
To withdraw from a new contract within at least seven days* if the contract was concluded outside the supplier's business premises or by distance means of communication (such as Internet or telephone) * 14 days if the Consumer Rights Directive applies	**Consumer Protection Act, art. 55**
To have access to accurate information on your energy consumption and therefore regulate your energy consumption	**Energy Act, Chapter 3, Section VI, art. 38b**
To be properly informed on the benefits of using equipment and vehicles using renewable energy	***No information was found at the time of the study***
To be properly informed on how much energy you use and how to use energy more efficiently	**Energy Act, Chapter 3, Section VI, art. 38b**
To receive adequate protection if you are defined as a "vulnerable consumer" by relevant national legislation	**Energy Act, Chapter 3, Section VI, art. 38e**
To file a complaint to your energy supplier and, in the event your complaint is not managed to your satisfaction, send your complaint to an independent body for an inexpensive, prompt and fair out-of-court settlement	**Energy Act, Chapter 3, Section II, art. 22**
To receive information about the energy efficiency of the property you wish to buy or rent	**Energy Efficiency Act, art. 41**

European Commission

MAIN BODIES

MAIN BODIES	NAME AND CONTACT DETAILS
Energy Regulator	**Комисията за енергийно и водно регулиране/Energy and Water Regulatory Commission (EWRC)** bul. "Dondukov" 8-10 1000 Sofie Tel.: + 359 2 935 96 46 E-mail: dker@dker.bg Website: www.dker.bg
Single Point of Contact	**Комисията за енергийно и водно регулиране/Energy and Water Regulatory Commission (EWRC)**
National authorities responsible for enforcement of consumer protection legislation (horizontal and sectoral specific – energy)	**Кунева и председателят на/Commission for Consumer Protection** 4A Slaveykov Sq., fl. 3, 4 and 6 1000 Sofie Tel.: 0700 111 22 Website: www.kzp.bg
Bodies with responsibilities relating to competition	**Комисия за защита на конкуренцията/Commission for Protection of Competition** 18 Vitosha Blvd. 1000 Sofia Tel.: +359 2 935 61 13 Fax: +359 2 980 73 15 E-mail: cpcadmin@cpc.bg Website: www.cpc.bg
Alternative Dispute Resolution Entity	**Кунева и председателят на/Commission for Consumer Protection**
Other relevant bodies and consumer organisations	**Активни потребители/Bulgarian National Consumer Association** 26 Vrabcha Str. 1504 Sofia Tel: +359 2 989 01 06 E-mail: bnap@bnap.org Website: aktivnipotrebiteli.bg **National League – Service Users** Slaveykov Housing Estate, bl. 63, entr. 8 8005 Burgas Tel.: +359 5 688 89 55 E-mail: National_league@abv.bg **Федерация на потребителите в България /Federation of Consumers in Bulgaria** 35A Stefan Stambolov Str., fl. 1, apt. 1 1303 Sofia Tel.: +359 2 833 32 85 E-mail: fcb@potrebiteli-bg.org

[1] *Market share data based on quantities traded in the free market to consumers.*
EWRC (2015). Annual Report to the EC, July 2015
Available at:
http://www.dker.bg/PDOCS/ann-rep-ec-2015-en.pdf

[2] *At the time of the study,* the *retail market for consumers in Bulgaria was closed. Although some steps still need to be taken in order to achieve the goal of market opening for the smallest customers, prerequisites for the electricity market liberalisation process finalisation are currently in place. The legislative market opening took place in 2007.*
ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf
EWRC (2016). National Report to the European Commission (Summary)
Available at:
http://www.dker.bg/PDOCS/EWRC_Report_EC_16_EN.pdf

[3] ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[4] EWRC (2014). Annual Report to the EC, July 2014
Available at:
http://www.dker.bg/PDOCS/SEWRC%20report%20EC_ACER_2014%20EN.pdf

[5] EWRC (2014). Annual Report to the EC, July 2014
Available at:
http://www.dker.bg/PDOCS/SEWRC%20report%20EC_ACER_2014%20EN.pdf

[6] EWRC (2014). Annual Report to the EC, July 2014
Available at:
http://www.dker.bg/PDOCS/SEWRC%20report%20EC_ACER_2014%20EN.pdf

[7] EWRC (2014). Annual Report to the EC, July 2014
Available at:
http://www.dker.bg/PDOCS/SEWRC%20report%20EC_ACER_2014%20EN.pdf

[8] Electricity Act,
Accessed on 7th January 2016 at: http://lex.bg/laws/ldoc/2135475623

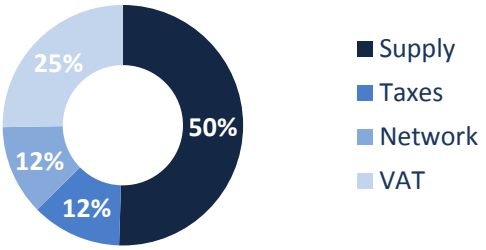
[9] Consumer Protection Act, 9th December 2005
Accessed on 13th November 2015, at:
http://www.mi.government.bg/en/library/consumer-protection-act-1-c25-m258-2.html

[10] Energy Efficiency Act
Accessed on 7th January 2016 at: http://www.seea.government.bg/documents/ZEE.pdf

NOTES

CROATIA

BREAKDOWN OF PRICE

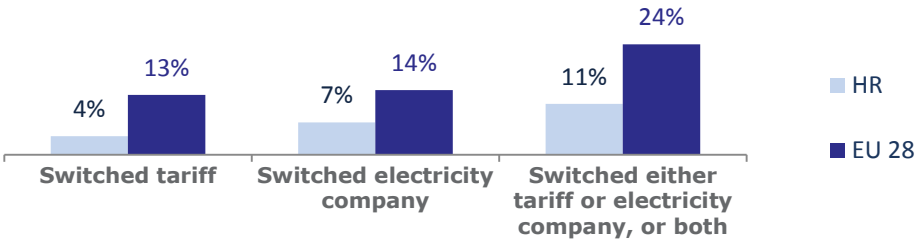


The breakdown shown is for domestic consumers with electricity consumption between 1,000 and 3,500 kWh/year.

Source: National regulator's website - Price collection exercise, 2014/15 (Ipsos, London Economics, Deloitte Consortium)

SWITCHING

Consumers who reported having switched **at least once** in the past three years (spring 2012 to spring 2015)



Source: Consumer survey, February-June 2015 (Ipsos, London Economics, Deloitte Consortium)

COMPLAINTS HANDLING & ENFORCEMENT

The Croatian Energy Regulatory Agency (HERA) is the national regulator and also deals with complaints against electricity providers, including poor customer service and complaints linked to billing and lack of transparency. The number of complaints received dropped slightly in 2014 compared to the previous year. Most of the complaints were related to connection to the electricity network (44%) and the work of suppliers (23%)[4]. In addition to HERA, consumers can ask for help and advice from consumer associations.

VULNERABLE CONSUMERS/ENERGY POVERTY

The concept of vulnerable consumers within the Croatian retail energy market exists under the phrase "customers under special protection" and is defined in Article 65 of the Act on Electricity Market, the act governing the energy sector and regulations on health protection and social welfare. Household customers who have received a decision from a social welfare institution conferring their status of vulnerable customer have the right to special protection pursuant to the provisions of the Act on Electricity Market. The social welfare institution that established the vulnerable status will, within eight days, inform the customer, distribution system operator and the vulnerable customer's supplier of any change in the customer's status.

Protected customers are entitled to the supply of a specific volume of electricity in case of emergencies pursuant to the provisions of the Act on Electricity Market. The supply of protected customers in emergencies shall be carried out by the guaranteed supplier (i.e. supplier of last resort). The responsible social welfare institution will plan for, and secure funds for payment of electricity delivered to the vulnerable customer, that is, they will pay the supplier of last resort in case the vulnerable customers fail to pay themselves.

MARKET SHARE BREAKDOWN[1]:

HEP Group: 90%
Others: 10%

YEAR OF MARKET OPENING[2]:
2013

REGULATED PRICES FOR HOUSEHOLDS[3]:
Yes

European Commission

MATRIX OF RIGHTS

REGULATORY FRAMEWORK

The Act on Electricity Market (Official Gazette, no. 22/13, 95/15 and 102/15)[5] is the main source of legislation for the energy market in Croatia. Other legal instruments are:

- Energy Act (Official Gazette , no. 120/12 and 14/14)[6];
- Act on Regulation of Energy Activities (Official Gazette , no. 120/12)[7];
- Act on Consumer Rights (Official Gazette , no. 41/14 and 110/15)[8];
- Law on Energy Efficiency (Official Gazette, no. 127/14)[9];
- Government's Regulation on conditions for obtaining status of vulnerable energy consumer for energy grid consumers (Official Gazette, no. 95/15)[10];
- General Conditions for Network Usage and Electricity Supply (Official Gazette , no. 85/15)[11];
- Rules on the Change of Electricity Supplier (Official Gazette , no. 56/15)[12].

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To choose your supplier and enter into contract with any EU electricity supplier offering services to you	**Article 61 of the Act on Electricity Market (Official Gazette, no. 22/13, 95/15 and 102/15**
To change your energy supplier in an easy and quick way, without extra charges	**Article 61 of the Act on Electricity Market (Official Gazette, no. 22/13, 95/15 and 102)**
To receive clear information on your energy contract before signing, and advance notice if any changes are made to the contract, with the possibility to end the contract if you do not accept the new conditions	**Articles 62 and 63 of the Act on Electricity Market (Official Gazette, no. 22/13, 95/15 and 102/15**
To withdraw from a new contract within at least seven days* if the contract was concluded outside the supplier's business premises or by distance means of communication (such as Internet or telephone) * 14 days if the Consumer Rights Directive applies	**Article 72 of Act on Consumer Rights (Official Gazette, no. 41/14 and 110/15)**
To have access to accurate information on your energy consumption and therefore regulate your energy consumption	**Articles 49 and 63 of the Act on Electricity Market (Official Gazette, no. 22/13, 95/15 and 102/15)**
To be properly informed on the benefits of using equipment and vehicles using renewable energy	**Article 63 of the Act on Electricity Market (Official Gazette, no. 22/13, 95/15 and 102/15)**
To be properly informed on how much energy you use and how to use energy more efficiently	**Article 63 of the Act on Electricity Market (Official Gazette, no. 22/13, 95/15 and 102/15)**
To receive adequate protection if you are defined as a "vulnerable consumer" by relevant national legislation	**Article 65 of the Act on Electricity Market (Official Gazette, no. 22/13, 95/15 and 102/15)**
To file a complaint to your energy supplier and, in the event your complaint is not managed to your satisfaction, send your complaint to an independent body for an inexpensive, prompt and fair out-of-court settlement	**Article 63 of the Act on Electricity Market (Official Gazette, no. 22/13, 95/15 and 102/15)** **Article 62 of the Act on Electricity Market (Official Gazette, no. 22/13, 95/15 and 102/15)**
To receive information about the energy efficiency of the property you wish to buy or rent	**Article 63 of the Act on Electricity Market (Official Gazette, no. 22/13, 95/15 and 102/15)**

European Commission

MAIN BODIES

MAIN BODIES	NAME AND CONTACT DETAILS
Energy Regulator	**Hrvatska energetska regulatorna agencija (HERA)/The Croatian Energy Regulatory Agency** Ulica grada Vukovara 14 10000 Zagreb Tel.: +385 1 6323 777 Fax: +385 1 6115 344 E-mail: hera@hera.hr
Single Point of Contact	**Ministry of Economy – Consumer Protection Central Information System for Consumer Protection (CISZP)** Ulica grada Vukovara 78 10000 Zagreb Tel.: 072 414 414 Website: potrosac.mingo.hr/hr/potrosac/
National authorities responsible for enforcement of consumer protection legislation (horizontal and sectoral specific – energy)	**Ministry of Economy – Energy Sector** Ulica grada Vukovara 78 10000 Zagreb Tel.: +385 1 6106 113 Fax: +385 1 6109 113 E-mail: energetika@mingo.hr
Bodies with responsibilities relating to competition	**Agencija za zaštitu tržišnog natjecanja (AZTN)/Croatian Competition Agency** Savska cesta 41/XIV 10000 Zagreb Tel.: +385 1 617 64 48 Fax.: +385 1 617 64 50 E-mail: agencija.ztn@aztn.hr
Alternative Dispute Resolution Entity	**Croatian Chamber of Economy Court of Honour** Nova cesta 3-7 10000 Zagreb Tel.: +385 1 48 48 624; +385 1 48 48 628 Fax: +385 1 46 06 788 E-mail: zkezele@hgk.hr **Croatian Chamber of Economy Mediation Centre** Rooseveltov trg 2 10000 Zagreb Phone: +385 1 48 48 622 Fax: +385 1 48 48 625 E-mail: mirenje@hgk.hr **Croatian Chamber of Trades and Crafts Court of Honour** Ilica 49/II 10000 Zagreb Tel.: +385 1 48 06 618 Fax: +385 1 48 06 629 E-mail: sud-casti@hok.hr; mirenje@hok.hr
Other relevant bodies and consumer organisations	**Society for Consumer Protection of Croatia "POTROŠAČ"** Kneza Lj.Posavskog 48 10000 Zagreb Website: www.potrosac.hr **European Consumer Centre Croatia** Ulica grada Vukovara 78 10000 Zagreb Tel: 072 414 414 Fax: +385 1 6109150 E-mail: ecc-croatia@mingo.hr

[1] Stakeholder survey conducted in 2015

[2] *Legislative market opening: 2009. The retail market opened in 2013 for consumers.* ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[3] ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[4] HERA (2014). Croatian Energy Regulatory Agency Annual Report 2014

[5] Act on Amendments to the Act on Electricity Market
Accessed on 7th January 2016 at: http://www.mvep.hr/zakoni/pdf/452.pdf, http://narodne-novine.nn.hr/clanci/sluzbeni/2015_09_102_1990.html and http://narodne-novine.nn.hr/clanci/sluzbeni/2015_09_95_1829.html

[6] Energy Act
Accessed on 10th January 2016 at: http://www.psp.hr/6-2-other-legal-regulations

[7] Act on Regulation of Energy Activities as of 19th October 2012
Accessed on 10th January 2016 at: http://www.psp.hr/6-2-other-legal-regulations

[8] Act on Consumer Rights
Accessed on 10th January 2016 at: http://www.mvep.hr/zakoni/pdf/340.pdf and http://narodne-novine.nn.hr/clanci/sluzbeni/2015_10_110_2131.html

[9] Law on Energy Efficiency
Accessed on 10th January 2016 at:
http://narodne-novine.nn.hr/clanci/sluzbeni/2014_04_48_929.html

[10] Government's Regulation on conditions for obtaining status of vulnerable energy consumer for energy grid consumers
Accessed on 10th January 2016 at:
http://narodne-novine.nn.hr/clanci/sluzbeni/2015_09_95_1829.html

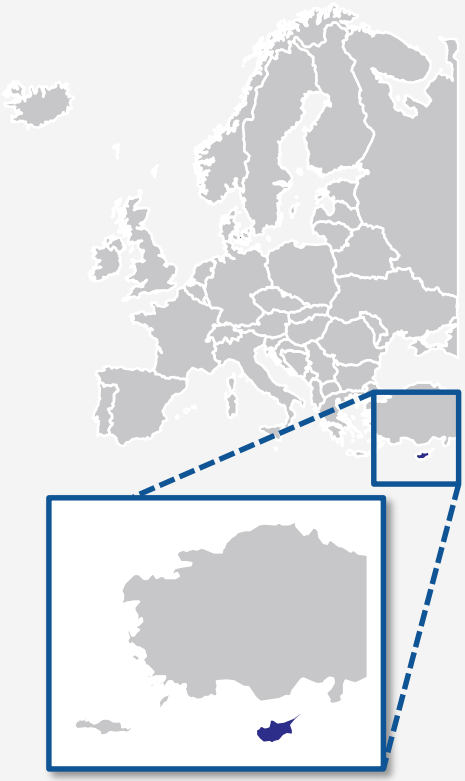
[10] General Conditions for Network Usage and Electricity Supply
Accessed on 10th January 2016 at:
http://narodne-novine.nn.hr/clanci/sluzbeni/2015_08_85_1666.html

[11] Rules on the Change of Electricity Supplier
Accessed on 10th January 2016 at:
http://narodne-novine.nn.hr/clanci/sluzbeni/2015_05_56_1109.html

NOTES

European Commission

CYPRUS



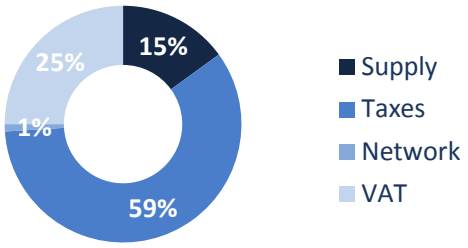
MARKET SHARE BREAKDOWN:
EAC: 100%

YEAR OF MARKET OPENING[1]:
Closed

REGULATED PRICES FOR HOUSEHOLDS[2]:
Yes

European Commission

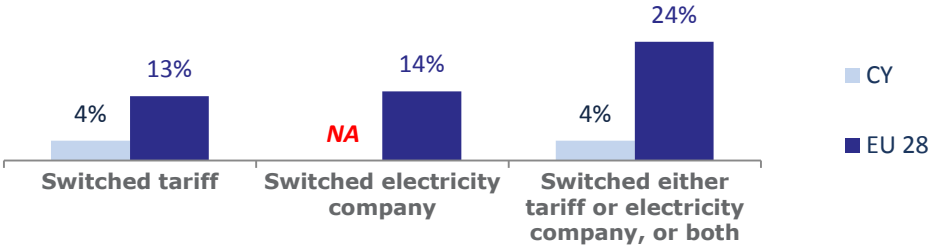
BREAKDOWN OF PRICE



The breakdown shown is for domestic consumers with electricity consumption between 1,000 and 3,500 kWh/year.
Source: National regulator's website - Price collection exercise, 2014/15 (Ipsos, London Economics, Deloitte Consortium)

SWITCHING

Consumers who reported having switched **at least once** in the past three years (spring 2012 to spring 2015)

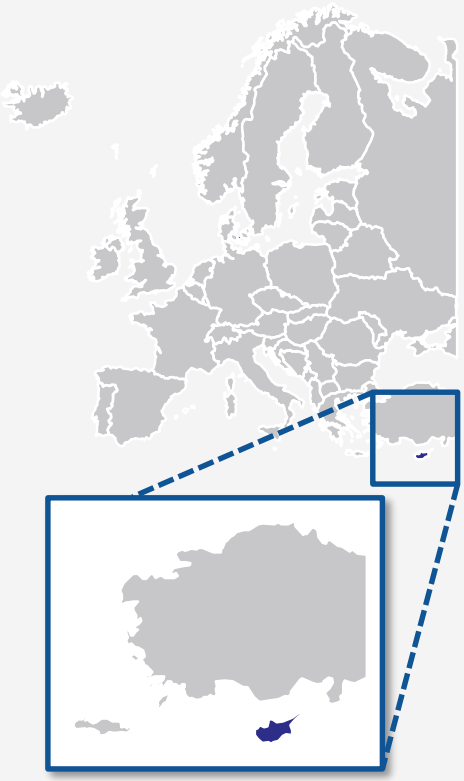


Source: Consumer survey, February-June 2015 (Ipsos, London Economics, Deloitte Consortium)

COMPLAINTS HANDLING & ENFORCEMENT

In September 2013, the Cyprus Energy Regulatory Authority (CERA) updated the information[3] outlining the rules for the submission of consumer complaints[4] and the performance indicators[5] for handing complaints. Any consumer may submit a written complaint to the Distribution System Operator (DSO – namely the Electricity Authority of Cyprus (EAC)) and/or supplier (at the moment this is also the EAC) regarding the alleged breach of their obligations, responsibilities and duties. The DSO (and/or the supplier) must then examine the complaint within the time limit specified in the performance indicators and inform the consumer of the decision or action on the complaint. In cases where the complaint is not satisfactorily dealt with, consumers have the right to resubmit the complaint within seven days of the date of the decision. Consumers who are still not satisfied following the second examination of their complaints by the DSO (or the supplier) may submit a written complaint to CERA, who will examine the complaint in accordance with the regulations in force. CERA, after considering the evidence from its examination, will advise the DSO (or the supplier) and shall issue a decision ordering the DSO (or the supplier) to take measures in compliance with CERA's decision. Furthermore, CERA is designated as the body (energy ombudsman or consumer body) that acts as an independent mechanism in order to ensure efficient treatment of complaints and out-of-court dispute settlements.

CYPRUS



VULNERABLE CONSUMERS/ENERGY POVERTY

Under article 93 (5) of the Law 211(I)/2012, the Ministry "shall define energy poverty after consultation with CERA". In respect to the above, the Ministry of Energy, Commerce, Industry and Tourism, following consultation with CERA, has issued a Decree K.D.P.218/2013 on 26th June 2013 whereby energy poverty was defined. According to this decree, energy poverty is related to the condition of consumers who may be in a difficult position because of low income, as evidenced by tax declarations in conjunction with their professional status, marital and health status. The measures that have been enforced through the decree for the protection of vulnerable customers are the following:

- reduced prices on electricity tariffs introducing a special tariff (code No. 08); and
- financial incentives for participating in a plan for setting up a Photovoltaic system at their house, with the net-metering method.

Vulnerable customers are the following categories of electricity customers:

- recipients of public assistance provided by the Social Welfare Services of the Ministry of Labour and Social Insurance;
- recipients of a severe motor disability allowance provided by the Department for Social Inclusion of Persons with Disabilities of the Ministry of Labour and Social Insurance;
- recipients of an allowance to pensioners with low incomes provided by the Grants and Benefits Service of the Ministry of Finance;
- recipients of a care allowance for paraplegic individuals granted by the Department for Social Inclusion of Persons with Disabilities of the Ministry of Labour and Social Insurance;
- recipients of a care allowance for tetraplegic individuals granted by the Department for Social Inclusion of Persons with Disabilities of the Ministry of Labour and Social Insurance;
- recipients of a grant to the blind granted by the Department for Social Inclusion of Persons with Disabilities of the Ministry of Labour and Social Insurance; and
- families with more than three dependent children with an annual gross household income up to €51,258.

The Ministry of Energy has also issued a Decision K.D.P.223/2013 on 27th June 2013 whereby it gives instructions to CERA to impose Public Service Obligations to electricity suppliers in order to enforce the measure on providing reduced electricity tariffs to vulnerable customers. To this effect, CERA has issued a Regulatory Decision in August 2013.

On 11th June 2015, the Ministry of Energy gave instructions to CERA to include in the vulnerable customers' category the beneficiaries of the guaranteed minimum income scheme. This new category will enjoy the right to have reduced prices on electricity tariffs. The Ministry has also given instructions to CERA to impose Public Service Obligations to electricity suppliers in order to enforce the measure on providing reduced electricity tariff to the new type of vulnerable customers. To this effect, CERA has issued a Regulatory Decision on 31st July 2015.

On 4th September 2015, the Ministry of Energy issued Decree K.D.P.289/2015[6] amending Decree K.D.P.218/2013, whereby the provision of uninterruptible supply in critical time is introduced as well as further measures for the protection of vulnerable consumers. These measures are:

- financial incentives for participating in a plan of energy conservation for upgrading their houses[7]; and
- the right of vulnerable consumers who face serious health problems to an uninterruptible supply during critical times.[8]

In general, under article 94 of Law 211(I)/2012, measures to combat vulnerability are "the supply of reduced tariffs or discount on the published tariffs for each supplier, the installation of meters with prepayment options, more favourable terms of payment, alternative means of access to care services and bill paying and the prohibition of disconnection of electricity in critical times". Additionally, those who have accumulated unpaid bills can repay their bills with monthly instalments, which are subject to a 4.5% annual rate[9].

European Commission

MATRIX OF RIGHTS

REGULATORY FRAMEWORK

Directives 2009/72/EC, 2009/28/EC and 2012/27/EC were transposed into Cypriot law with the following legal instruments:

- Electricity Law 206(I)/2015, which amends Law 122(I)/2003 (and its amendments regulate the generation, transmission, distribution and supply of electricity)[10];
- Law 157(I)/2015 amending the Law on the promotion and encouraging the use of Renewable Energy and Energy[11];
- Law 150(I)/2015 amending the Law on the promotion of cogeneration, energy end-use efficiency and energy services laws[12].

Another relevant law is the law on the rights of consumers (Law 133(I)/2013)[13].

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To choose your supplier and enter into contract with any EU electricity supplier offering services to you	**Article 91 (1)(b) of the Electricity Law 206(I)/2015**
To change your energy supplier in an easy and quick way, without extra charges	**Article 91 (1)(c) and 92(3) of the Electricity Law 206(I)/2015**
To receive clear information on your energy contract before signing, and advance notice if any changes are made to the contract, with the possibility to end the contract if you do not accept the new conditions	**Article 93 (1)(d) of the Electricity Law 206(I)/2015**
To withdraw from a new contract within at least seven days* if the contract was concluded outside the supplier's business premises or by distance means of communication (such as Internet or telephone) * 14 days if the Consumer Rights Directive applies	**Articles 93(1)(c) of the Electricity Law 206(I)/2015**
To have access to accurate information on your energy consumption and therefore regulate your energy consumption	**Article 93 (1)(j) of the Electricity Law 206(I)/2015**
To be properly informed on the benefits of using equipment and vehicles using renewable energy	***No information was found at the time of the study***
To be properly informed on how much energy you use and how to use energy more efficiently	**Article 91 (1)(d)(iv) of the Electricity Law 206(I)/2015**
To receive adequate protection if you are defined as a "vulnerable consumer" by relevant national legislation	**Article 91 (2) of the Electricity Law 206(I)/2015**
To file a complaint to your energy supplier and, in the event your complaint is not managed to your satisfaction, send your complaint to an independent body for an inexpensive, prompt and fair out-of-court settlement	**Article 91 (1)(e) of the Electricity Law 206(I)/2015**
To receive information about the energy efficiency of the property you wish to buy or rent	***No information was found at the time of the study***

European Commission

MAIN BODIES

MAIN BODIES	NAME AND CONTACT DETAILS
Energy Regulator	**Ρυθμιστική Αρχή Ενέργειας Κύπρου/ Cyprus Energy Regulatory Authority (CERA)** Griva Digeni Avenue 81-83 Iakovidi Building 3rd Floor 1080 Nicosia Tel: +357 22 666363 Fax: +357 22 667763 Website: www.cera.org.cy
Single Point of Contact	**Ρυθμιστική Αρχή Ενέργειας Κύπρου/ Cyprus Energy Regulatory Authority (CERA)**
National authorities responsible for enforcement of consumer protection legislation (horizontal and sectoral specific – energy)	**Υπουργείο Ενέργειας, Εμπορίου, Βιομηχανίας και Τουρισμού/Ministry of Energy, Commerce, Industry and Tourism** Andrea Araouzou 6 1421 Nicosia Tel.: +357 22867100 Fax: +357 22375120 E-mail: perm.sec@mcit.gov.cy Website: www.mcit.gov.cy
Bodies with responsibilities relating to competition	**Ρυθμιστική Αρχή Ενέργειας Κύπρου/ Cyprus Energy Regulatory Authority (CERA)** **Υπηρεσίας Ανταγωνισμού και Προστασίας Καταναλωτή (Υπουργείο Ενέργειας, Εμπορίου, Βιομηχανίας και Τουρισμού)/Competition and Consumer Protection Service (Ministry of Energy, Commerce, Industry and Tourism)**
Alternative Dispute Resolution Entity	**Ρυθμιστική Αρχή Ενέργειας Κύπρου/ Cyprus Energy Regulatory Authority (CERA)** **Competition and Consumer Protection Service (Ministry of Energy, Commerce Industry and Tourism)**
Other relevant bodies and consumer organisations	**Κυπριακός Σύνδεσμος Καταναλωτών/ Cyprus Consumers Association** PO box 24874 1304 Nicosia Tel.: +357 22 516113 Website: www.cyprusconsumers.org.cy **Παγκύπρια Ένωση Καταναλωτών και Ποιότητας Ζωής/Cyprus Consumers' Union & Quality of Life** 169, Athalassas Avenue 2015 Strovolos Tel.: +357 22313111 E-mail: consumersunion@cytanet.com.cy Website: www.consumersunion.org.cy

European Commission

[1] *Legislative market opening: 2014. There is a monopoly situation for the retail market for consumers in Cyprus.* ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[2] ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[3] CERA (September 2013). Δικαιώματα καταναλωτών και διαδικασία υποβολής παραπόνων
Available at: http://www.cera.org.cy/main/data/articles/30_09_2013.pdf

[4] CERA (2005). ΔΙΑΔΙΚΑΣΙΑ ΥΠΟΒΟΛΗΣ ΠΑΡΑΠΟΝΩΝ - Κ.Δ.Π. 570/2005
Available at: http://www.cera.org.cy/main/data/kdp570-2005.pdf

[5] CERA (2005). ΔΕΙΚΤΕΣ ΑΠΟΔΟΣΗΣ - Κ.Δ.Π. 571/2005
Available at: http://www.cera.org.cy/main/data/kdp571-2005.pdf

[6] Source:
http://www.mcit.gov.cy/mcit/mcit.nsf/All/985E0644F17C3A56C2257EBD00298DD2/$file/Διάταγμα%20Υπουργού%20ΕΕΒΤ%20για%20ευάλωτους%20καταναλωτές%20ηλεκτρικής%20ενέργειας.pdf

[7] Source:
http://www.mcit.gov.cy/mcit/mcit.nsf/All/835CD1638D3D0B8AC2257E0B00492EBA?OpenDocument

[8] Source:
http://www.mcit.gov.cy/mcit/mcit.nsf/All/985E0644F17C3A56C2257EBD00298DD2/$file/Entypo_Aithshs_mi_apokopis_h_epanasundesis.doc

[9] Electricity Authority of Cyprus (July 2014). Διευκολύνσεις για την εξόφληση καθυστερημένων λογαριασμών ρεύματος
Available at:
https://www.eac.com.cy/EN/eac/newsandannouncements/announcements/Pages/dieukolinsisgiatineksoflisi.aspx

[10] Electricity Law 206(I)/2015, which amends Law 122(I)/2003, accessed on 20th January 2016
Available at: http://www.cylaw.org/nomoi/arith/2015_1_206.pdf

[11] Law 157(I)/2015 amending the Law on the promotion and encouraging the use of Renewable Energy and Energy, accessed on 20th January 2016
Available at: http://www.cylaw.org/nomoi/arith/2015_1_157.pdf

[12] Law 150(I)/2015 amending the Law on the promotion of cogeneration, energy end-use efficiency and energy services laws, accessed on 20th January 2016
Available at: http://www.cylaw.org/nomoi/arith/2015_1_150.pdf

[13] Law 133(I)/2013 on the rights of consumers, accessed on 20th January 2016
Available at: http://www.cylaw.org/nomoi/arith/2013_1_133.pdf,

NOTES

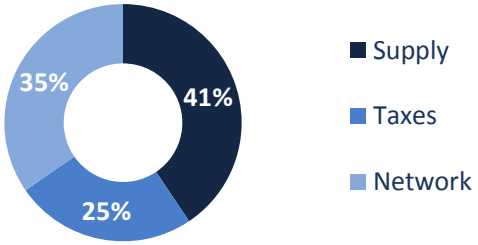
CZECH REPUBLIC

MARKET SHARE BREAKDOWN: No data available

YEAR OF MARKET OPENING[1]: 2006

REGULATED PRICES FOR HOUSEHOLDS[2]: No

BREAKDOWN OF PRICE

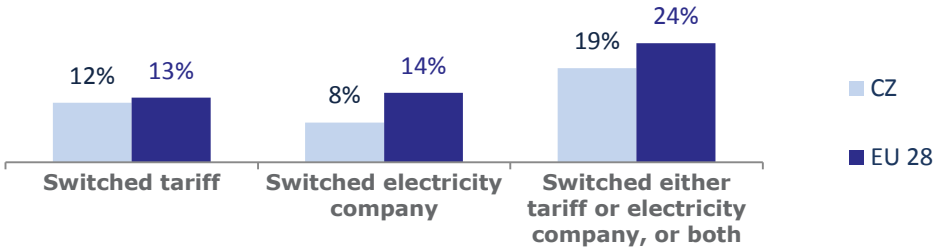


The breakdown shown is for domestic consumers with electricity consumption between 1,000 and 3,500 kWh/year.

Source: suppliers' survey (with regulator as intermediary), supplemented by desk research - Price collection exercise, 2014/15 (Ipsos, London Economics, Deloitte Consortium)

SWITCHING

Consumers who reported having switched **at least once** in the past three years (spring 2012 to spring 2015)



Source: Consumer survey, February-June 2015 (Ipsos, London Economics, Deloitte Consortium)

COMPLAINTS HANDLING & ENFORCEMENT

The main responsible body for complaints, complaint handling and enforcement is the Energy Regulatory Office (ERO). ERO as an independent authority that operates on the principle of conciliation between the consumer and the electricity supplier. Consumers, however, are requested to contact their energy supplier first[3].

Consumers are able to contact the ERU with their complaints and questions via an online form, e-mail or directly via telephone. The ERO has included a feature on its website for price checks[4].

In case of disagreement with the final invoice, customers are able to file a complaint with their energy supplier. If the issue remains unresolved, the customers can file a complaint with the ERO. A customer should receive a response within about 30 days[5].

The ERO adjudicates disputes between customers and suppliers in areas such as performance of obligations under contracts and whether or not a legal relationship between the customer and the holder of a license for electricity (or gas) supply/distribution has come into existence, continues to exist, or has ceased to exist[6].

VULNERABLE CONSUMERS/ENERGY POVERTY

The Czech Republic predominantly deals with energy poverty and consumer vulnerability in the energy sector through social welfare policies[7].

European Commission

MATRIX OF RIGHTS

REGULATORY FRAMEWORK

The following Energy Acts legislate the energy production, transmission and distribution process, the pricing policy, as well as outline the rights and responsibilities of both the consumer and supplier in the energy market:

- Energy Act nr. 458/2000 Coll., as subsequently amended (the "EA")[8];
- Energy Management Act nr. 406/2000 Coll., as subsequently amended (the "EMA")[9];
- Supported Energy Sources Act nr. 165/2012 Coll., as subsequently amended (the "SESA")[10].

Additionally, the Civil Code also refers to elements of consumer vulnerability[11].

Directive 2012/27/EU (the Energy Efficiency Directive) was still to be implemented in the Czech Republic at time of writing. As of 11 February 2015, the amendments to the EMA were approved by the Parliament. These amendments also include Directives 2010/31/EU and 2006/32/ES which were not completely transposed into Czech legislation.

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To choose your supplier and enter into contract with any EU electricity supplier offering services to you	**Art. 28 of the Energy Act nr. 458/2000 Coll.**
To change your energy supplier in an easy and quick way, without extra charges	**Art. 28 of the Energy Act nr. 458/2000 Coll.**
To receive clear information on your energy contract before signing, and advance notice if any changes are made to the contract, with the possibility to end the contract if you do not accept the new conditions	**Art. 28 of the Energy Act nr. 458/2000 Coll.**
To withdraw from a new contract within at least seven days* if the contract was concluded outside the supplier's business premises or by distance means of communication (such as Internet or telephone) * 14 days if the Consumer Rights Directive applies	**Art. 11a of the Energy Act nr. 458/2000 Coll.**
To have access to accurate information on your energy consumption and therefore regulate your energy consumption	**Art. 11a of the Energy Act nr. 458/2000 Coll.**
To be properly informed on the benefits of using equipment and vehicles using renewable energy	**Art. 28 of the Energy Act nr. 458/2000 Coll.**
To be properly informed on how much energy you use and how to use energy more efficiently	***No information was found at the time of the study***
To receive adequate protection if you are defined as a "vulnerable consumer" by relevant national legislation	**Not applicable – Social legislation in place**
To file a complaint to your energy supplier and, in the event your complaint is not managed to your satisfaction, send your complaint to an independent body for an inexpensive, prompt and fair out-of-court settlement	**Art 17 of the Energy Act nr. 458/2000 Coll.**
To receive information about the energy efficiency of the property you wish to buy or rent	**Art 1 of the Energy Management Act nr. 406/2000 Coll.**

European Commission

MAIN BODIES	NAME AND CONTACT DETAILS
Energy Regulator	**Energetický regulační úřad (ERU)/Energy Regulatory Office (ERO)** Masarykovo náměstí 5, 586 01 Jihlava Tel.: +420 564 578 666 E-mail: podatelna@eru.cz, eru@eru.cz Website: www.eru.cz
Single Point of Contact	**Energetický regulační úřad (ERU)/Energy Regulatory Office**
National authorities responsible for enforcement of consumer protection legislation (horizontal and sectoral specific – energy)	**Ministerstvo průmyslu a obchodu/Ministry of Industry and Trade (ERO)** Na Františku 32, 110 15 Praha 1 Tel.: +420 224 851 111 E-mail: posta@mpo.cz Website: www.mpo.cz
Bodies with responsibilities relating to competition	**Úřad pro ochranu hospodářské soutěže (ÚOHS)/Office for the Protection of Competition** tř. Kpt. Jaroše 7, 604 55 Brno Tel.: +420 542 167 111 E-mail: posta@compet.cz Website: www.compet.cz
Alternative Dispute Resolution Entity	**Energetický regulační úřad (ERU)/Energy Regulatory Office (ERO)** **Ministerstvo průmyslu a obchodu/Ministry of Industry and Trade**
Other relevant bodies and consumer organisations	**dTEST** Černomořská 419/10 - 101 00 Praha 10 Tel.: +420 241 404 922 Fax: +420 241 406 533 E-mail: dtest@dtest.cz Website: www.dtest.cz **Sdružení českých spotřebitelů/Czech Consumers Association** Budějovická 73 - 140 00 Praha 4 Tel.: +420 261 263 574 Fax: +420 261 262 268 E-mail: dupal@regio.cz / novak@regio.cz Website: www.konzument.cz **Asociace občanských poraden/Association of the Citizens Advice Centers** Sabinova 3 - 130 00 Praha 3 Tel.: +420 284 019 220 E-mail: aop@obcanskeporadny.cz Website: www.obcanskeporadny.cz **Spotřebitel.net/Consumer net** Bělehradská 118 - 120 00 Praha 2 Tel.: +420 222 516 521 E-mail: spotrebitel@spotrebitel.net Website: www.spotrebitel.net **Generation Europe Foundation** Vratislavova 59/5 - 128 00 Praha 2 Tel./fax: +420 234 697 965 E-mail: info@generationeurope.cz Website: www.generationeurope.cz **Sdružení obrany spotřebitelů Moravy a Slezska/Consumer defence association of Moravia and Silesia** Střelniční 8/75 - 702 00 Ostrava Tel.: +420 596 111 252 E-mail: reichelova@sos-msk.cz Website: www.sos-msk.cz **Sdružení obrany spotřebitelů – Asociace (SOS – Asociace)** Syndicate Mečová 5 - 602 00 Brno Tel.: +420 542 210 778 E-mail: Gerta.mazalova@seznam.cz Website: www.asociace-sos.cz

[1] *Refers to legislative and retail market opening.* ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[2] ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[3] Available at: http://www.eru.cz/cs/informacni-centrum

[4] Available at: http://www.eru.cz/cs/informacni-centrum/zmena-dodavatele/kalkulatory/porovnani-nabidek-dodavatelu-elektriny

[5] Stakeholder survey conducted in 2015

[6] Energy Regulatory Office (2014). National Report of the Energy Regulatory Office on the Electricity and Gas Industries in the Czech Republic for 2013.
Available at: https://www.eru.cz/en/-/nz-2013

[7] Stakeholder survey conducted in 2015

[8] The Energy Act nr. 458/2000 Coll., accessed on 7th January 2016
Available at: http://www.zakonyprolidi.cz/cs/2000-458

[9] The Energy Management Act nr. 406/2000 Coll., accessed on 7th January 2016
Available at: http://www.zakonyprolidi.cz/cs/2000-406

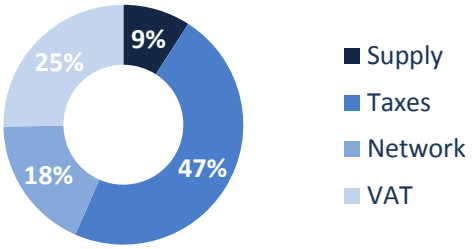
[10] Supported Energy Sources Act nr. 165/2012 Coll., accessed on 7th January 2016
Available at: http://www.zakonyprolidi.cz/cs/2012-165

[11] Civil Code, accessed on 8th January 2016
Available at: http://www.zakonyprolidi.cz/cs/2012-89

NOTES

DENMARK

BREAKDOWN OF PRICE

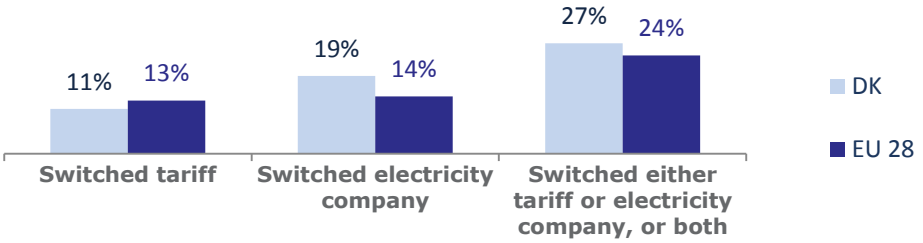


The breakdown shown is for domestic consumers with electricity consumption between 1,000 and 3,500 kWh/year.

Source: National regulator's dataset - Price collection exercise, 2014/15 (Ipsos, London Economics, Deloitte Consortium)

SWITCHING

Consumers who reported having switched **at least once** in the past three years (spring 2012 to spring 2015)



Source: Consumer survey, February-June 2015 (Ipsos, London Economics, Deloitte Consortium)

COMPLAINTS HANDLING & ENFORCEMENT

The Energy Supplies Complaint Board (ESCB) manages all consumer complaints relating to energy, and in particular, relating to electricity, heating and gas. The Board also handles disputes arising from the contractual relationship between a consumer and an electricity supplier. It does not manage disputes settled by court judgement[4]. The Board is established in collaboration with the Consumer Council and the Association of Danish Energy Companies, DONG, HMN Natural Gas, Natural Gas Fyn and the Danish District Heating Association[5]. The Board consists of a neutral chairperson who is a city court judge and four other members; two who are appointed by the Consumer Council and two who are representatives appointed by the respective energy industry[6].
There is a fee of DKK 160 (approximately €22) when the Board handles cases. The fee is returned if the Board upholds the consumers' contention. The energy supplier has to pay a fee of DKK 8,500 (approximately €1,140) to the Board if the case ends in favour of the consumer. However, if the case ends in a settlement conducted by the Secretariat of the Board, the energy supplier shall only pay DKK 3,800 (approximately €509)[7].

The average time for complaint management is five months. When the Board has made its decision, either party can take the dispute to court. Decisions are thus not binding or enforceable but if the decision of the Board is not complied with, the Secretariat of the Board can send the case to the Consumer Rights Division of the Danish Competition Authority, which then takes the matter to court at the request, and on behalf of the Board. If the consumer does not want to bring the decision to court, the Board will publish the decision on its website with the name and address of the energy supplier. All energy suppliers have thus far complied with the decisions of the consumer[8].
If a complaint does not fall under the mandate of the Board, the Danish Energy Regulatory Authority (DERA) has the power to make decisions regarding duties of distribution system operators and transmission system operators, whenever the complainant has an individual and significant interest in the matter. However, these complaints must be dealt with by DERA within two months, although this period can be extended by a further two months if necessary[9]. After four months the period can only be extended with the agreement of the complainant. The decisions of DERA have a binding effect and can only be appealed to the Energy Board of Appeal (EBA), which is an independent appeal board under the Danish Ministry of Energy, Utilities and Climate[10].

VULNERABLE CONSUMERS/ENERGY POVERTY

Danish legislation relating to the energy sector does not contain specific definitions of vulnerable consumers or energy poverty. Matters related to vulnerability and energy poverty are dealt with via the social welfare system.
Vulnerable customers are protected by the social security system where general requirements for disconnection, price of connection and payment conditions have been implemented. Regarding disconnection, the methods and terms must be approved by the regulator prior to implementation. Consumers can also be automatically transferred to a supplier of last resort. Moreover, household consumers are eligible to receive electricity at a regulated price[11].

MARKET SHARE BREAKDOWN[1]:

Dong Energy: 21%
Vattenfall: 10%
Others: 69%

YEAR OF MARKET OPENING[2]:
2003

REGULATED PRICES FOR HOUSEHOLDS[3]:
YES

European Commission

REGULATORY FRAMEWORK

In 1999, the Danish Parliament adopted five bills into Acts, reforming and liberalising the electricity market. These were:

- Bill no. 234, the Electricity Supply Bill[12]. The Act was to ensure that the electricity supply of the country is organised and implemented with consideration for the security of supply, the national economy, and ensures environmental and consumer protection. Moreover, it was to ensure that consumers have access to inexpensive electricity. The current legislation is Act no. 1329 from 2013.
- Bill no. 235, Bill on CO_2 Quotas for Electricity Production[13]. The Act was to safeguard the cost-effective regulation of CO_2 and reduced CO_2 emission from fuels used for electricity production in Denmark. The current legislation is Act no. 1095 from 2012.
- Bill no. 236, Bill to amend the Act on Subsidies for Electricity Production[14]. This provides a grant towards operational expenditure for electricity production based on renewable energy and biofuels in pursuance of the Act on subsidies for electricity production. The current legislation is Act no. 1472 from 2009. Combined heat and power stations (CHP) are not covered; however, a grant towards CHP was amended in Act no. 461 from 2009.
- Bill no. 237, Bill to amend the Act on the Utilisation of Renewable Energy Sources etc[15]. Electricity production subsidies were replaced by renewable energy certificates. The current legislation is Act no. 622 from 2010.
- Bill no. 238, Bill to amend the Heat Supply Act (Act no. 379)[16]. The duties of the Gas and Heat Price Committee were transferred to the Energy Supervisory Board. The current legislation is Act no. 1307 from 2014.

There are also several relevant orders:

- Executive Order no. 486 of 2007 on electricity billing[17];
- Executive Order no. 770 of 8th August 2005 on electricity supply companies publication of prices, tariffs, discounts and conditions[18];
- Executive Order no. 1216 of 15th December 2011 on the treatment of certain complaints by the Danish Energy Regulatory Authority (DERA)[19].

These orders were amended/supplemented by the following orders shown below:

- Order nr 524 af 29/04/2015[20];
- Order nr 1394 af 02/12/2015[21];
- Order nr 1329 af 25/11/2013[22];
- Order nr 1233 af 06/11/2015[23];
- Order nr 1096 af 15/09/2015[24].

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To choose your supplier and enter into contract with any EU electricity supplier offering services to you	**Order 1329 of 25th November 2013, article 6**
To change your energy supplier in an easy and quick way, without extra charges	**Order 1233 of 6th November 2015, article 6; and Order 1329 of 25th November 2013, article 6**
To receive clear information on your energy contract before signing, and advance notice if any changes are made to the contract, with the possibility to end the contract if you do not accept the new conditions	**Order 1233 of 6th November 2015, article 2 and article 3**
To withdraw from a new contract within at least seven days* if the contract was concluded outside the supplier's business premises or by distance means of communication (such as Internet or telephone) * 14 days if the Consumer Rights Directive applies	**Order 1233 of 6th November 2015, article 2 and article 4**
To have access to accurate information on your energy consumption and therefore regulate your energy consumption	***No information was found at the time of the study***
To be properly informed on the benefits of using equipment and vehicles using renewable energy	**Order 1329 of 25th November 2013, article 22, section 1, paragraph 6; for both electricity and gas**
To be properly informed on how much energy you use and how to use energy more efficiently	**Order 1394 of 2nd December 2015, chapter 2 and chapter 3**
To receive adequate protection if you are defined as a "vulnerable consumer" by relevant national legislation	***No information was found at the time of the study***
To file a complaint to your energy supplier and, in the event your complaint is not managed to your satisfaction, send your complaint to an independent body for an inexpensive, prompt and fair out-of-court settlement	**Social legislation in place**
To receive information about the energy efficiency of the property you wish to buy or rent	***No information was found at the time of the study***

MATRIX OF RIGHTS

MAIN BODIES

MAIN BODIES	NAME AND CONTACT DETAILS
Energy Regulator	**Energitilsynet/Danish Energy Regulatory Authority (DERA)** Carl Jacobsens Vej 35, 2500 Valby Tel: +45 4171 5400 E-mail: post@energitilsynet.dk Website: energitilsynet.dk **Energiklagenævnet/Energy Board of Appeal (EBA)** Frederiksborggade 15, 1360 Copenhagen K Tel: +45 3395 5770 E-mail: ekn@ekn.dk
Single Point of Contact	**Ankenævnet på Energiområdet/Energy Supplies Complaint Board (ESCB)** Carl Jacobsens Vej 35, 2500 Valby Tel: +45 4171 5000 E-mail: post@energianke.dk Website: www.energianke.dk
National authorities responsible for enforcement of consumer protection legislation (horizontal and sectoral specific – energy)	**Forbrugerombudsmanden/Consumer Ombudsman** Amagerfælledvej 56, 2300 Copenhagen S Tel.: +45 3266 9000 E-mail: forbrugerombudsmanden@fs.dk Website: www.forbrugerombudsmanden.dk **Forbrugerklagenævnet/Danish Consumer Complaints Board** Amagerfælledvej 56, 2300 Copenhagen S Tel.: +45 3266 9000 E-mail: fs@fs.dk Website: www.forbrugerstyrelsen.dk
Bodies with responsibilities relating to competition	**Energitilsynet/Danish Energy Regulatory Authority (DERA)** **Konkurrencerådet/Danish Competition Authority** Nyropsgade 30, 1780 Copenhagen V Tel.: +45 7226 8000 E-mail: ks@ks.dk **Konkurrencestyrelsen/Danish Competition and Consumer Authority** Carl Jacobsens Vej 35, 2500 Valby Tel.: +45 4171 5000 Fax: +45 4171 5100 E-mail: kfst@kfst.dk
Alternative Dispute Resolution Entity	**Ankenævnet på Energiområdet/Energy Supplies Complaint Board (ESCB)**
Other relevant bodies and consumer organisations	**Forbrugerrådet/Danish Consumer Council** Fiolstraede 17 - Postbox 2188, 1017 Copenhagen Tel.: +45 77417741 E-mail: bf@fbr.dk Website: www.fbr.dk

European Commission

[1] Website of DONG Energy, "Sales". Available at: http://www.dongenergy.co.uk/uk-business-activities/sales, accessed on 7th April 2015, and website of Vattenfall, "Nordic Countries". Available at: http://corporate.vattenfall.com/about-vattenfall/operations/markets/nordic-countries/, accessed on 10th June 2015

[2] *Refers to legislative and retail market opening.* ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014. Available at: http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[3] ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014.

[4] Danish Energy Regulatory Authority (2014). 2014 National report to the European Commission (p.43). Available at: http://www.ceer.eu/portal/page/portal/EER_HOME/EER_PUBLICATIONS/NATIONAL_REPORTS/National_Reporting_2014/NR_En/C14_NR_Denmark-EN.pdf

[5] Website of the Energy Supplies Complaints Board, "Om Energiankenævnet". Available at: http://www.energianke.dk/Menu/Om-ankenaevnet, accessed on 16th March 2015

[6] Danish Energy Regulatory Authority (2014). 2014 National report to the European Commission (p.43).

[7] Danish Energy Regulatory Authority (2014). 2014 National report to the European Commission (p.43).

[8] Danish Energy Regulatory Authority (2014). 2014 National report to the European Commission (p.44).

[9]According to Executive Order no.1216 of 15/12 2011. Available at: https://www.retsinformation.dk/Forms/R0710.aspx?id=139774

[10] Danish Energy Regulatory Authority (2014). 2014 National report to the European Commission (p.44).

[11] Danish Energy Regulatory Authority (2014). 2014 National report to the European Commission (p.42).

[12] The Electricity Supply Bill, accessed on 10th January 2016 at: http://www.ens.dk/sites/ens.dk/files/info/laws-executive-orders/five-bills-danish-electricity-reform-adopted-folketinget-28-may-1999/bill_no_234.pdf

[13] Bill on CO2 Quotas for Electricity Production, accessed on 10th January 2016 at: http://www.ens.dk/sites/ens.dk/files/info/laws-executive-orders/five-bills-danish-electricity-reform-adopted-folketinget-28-may-1999/bill_no_235.pdf

[14] Bill to amend the Act on Subsidies for Electricity Production, accessed on 10th January 2016 at: http://www.ens.dk/sites/ens.dk/files/info/laws-executive-orders/five-bills-danish-electricity-reform-adopted-folketinget-28-may-1999/bill_no_236.pdf

[15] Bill to Amend the Act on the Utilisation of Renewable Energy Sources etc., accessed on 10th January 2016 at: http://www.ens.dk/sites/ens.dk/files/info/laws-executive-orders/five-bills-danish-electricity-reform-adopted-folketinget-28-may-1999/bill_no_237.pdf

[16] Bill no.238, Bill to amend the Heat Supply Act, accessed on 10th January 2016 at: http://www.ens.dk/sites/ens.dk/files/info/laws-executive-orders/five-bills-danish-electricity-reform-adopted-folketinget-28-may-1999/bill_no_238.pdf

[17] Executive Order no.486 of 2007 on electricity billing, accessed on 10th January 2016 at: https://www.retsinformation.dk/Forms/R0710.aspx?id=22678&exp=1

[18] Executive Order no.770 of 8 August 2005 on electricity supply companies publication of prices, tariffs, discounts and conditions, accessed on 10th January 2016 at: https://www.retsinformation.dk/Forms/R0710.aspx?id=27104

[19] Executive Order no.1216 of 15 December 2011 on DERA treatment of certain complaints, accessed on 10th January 2016 at: https://www.retsinformation.dk/Forms/R0710.aspx?id=139774

[20] Order nr 524 af 29/04/2015, accessed at: https://www.retsinformation.dk/Forms/R0710.aspx?id=174275

[21] Order nr 1394 af 02/12/2015, accessed at: https://www.retsinformation.dk/Forms/R0710.aspx?id=175419

[22] Order nr 1329 af 25/11/2013, accessed at: https://www.retsinformation.dk/Forms/R0710.aspx?id=159158

[23] Order nr 1233 af 06/11/2015, accessed at: https://www.retsinformation.dk/Forms/R0710.aspx?id=175118&exp=1

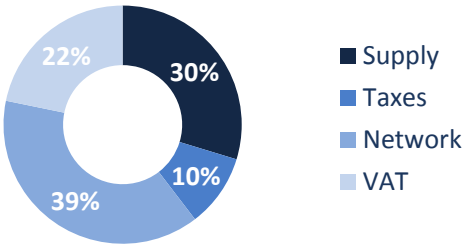
[24] Order nr 1096 af 15/09/2015, accessed at: https://www.retsinformation.dk/Forms/R0710.aspx?id=174275

NOTES

European Commission

ESTONIA

BREAKDOWN OF PRICE

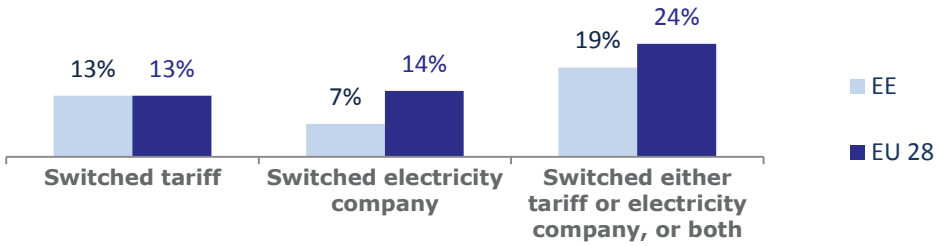


The breakdown shown is for domestic consumers with electricity consumption between 1,000 and 3,500 kWh/year.

Source: Private sector data (suppliers' websites) - Price collection exercise, 2014/15 (Ipsos, London Economics, Deloitte Consortium)

SWITCHING

Consumers who reported having switched **at least once** in the past three years (spring 2012 to spring 2015)



Source: Consumer survey, February-June 2015 (Ipsos, London Economics, Deloitte Consortium)

COMPLAINTS HANDLING & ENFORCEMENT

All market participants have the right to go to the Estonian Competition Authority as an extra-judicial body. The Authority reviews the complaint and makes a decision within 30 days of the receipt of the complaint. If the Authority requests information for resolving the complaint, the time is extended, but not for longer than 60 days. The Authority's decisions can be challenged via an administrative court within 30 days of receiving the decision[4].

In 2013[5], the number of consumer complaints/queries to the Authority was 153, with most queries relating to the market opening on 1st January 2013, and covered:

- issues with entering into contracts,
- contract amending and cancelling,
- questions on pricing (universal service, charge for renewables and excise tax on electricity),
- quality of electricity (voltage problems), and
- the topic of a single invoice.

Six disputes involved the following topics:

- refusal to enter into a network contract,
- connection and verification of connection fees,
- provision of network service, and
- disconnections from the network.

Of four supervisory proceedings carried out, two related to the verification of the price of the universal service.

VULNERABLE CONSUMERS/ENERGY POVERTY

The concepts of energy poverty or consumer vulnerability in the energy market are not defined in law; however, some protective measures are in place. There is protection from disconnection (interruption) of electricity during winter in the Electricity Market Act. Before interrupting a network connection, a notice concerning the planned interruption of the network connection shall be sent to the customer. The notice shall set out the grounds for interrupting the network connection and the planned time of the interruption. During the winter, the supply of electricity to household customers who heat their residential space in full or primarily by electricity may be interrupted only after the customer has been given 90 days to pay the bill in the case of non-payment; during the summer, this is just 15 days[6].

MARKET SHARE BREAKDOWN[1]:

Elektrilevi: 87%
VKG Elektrivõrgud: 6%
Imatra Elekter: 4%
Others: 4%

YEAR OF MARKET OPENING[2]:

2013

REGULATED PRICES FOR HOUSEHOLDS[3]:

No

European Commission

MATRIX OF RIGHTS

REGULATORY FRAMEWORK

In 2012, the Electricity Market Act (and the Natural Gas Act) were amended to make the transmission network undertakings fully independent from the companies acting in the area of electricity and natural gas production and sales. Additionally, the requirement of ownership unbundling of the transmission system operator was laid down. This act, and the others listed below, confer the main consumer rights in the retail electricity market:

- The Electricity Market Act (EMA)[7];
- The Law of Obligations Act[8];
- The Energy Efficiency of Equipment Act[9].

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To choose your supplier and enter into contract with any EU electricity supplier offering services to you	***Not regulated***
To change your energy supplier in an easy and quick way, without extra charges	**Law of Obligations Act § 234 Extension and expiry of contract of sale of energy**
To receive clear information on your energy contract before signing, and advance notice if any changes are made to the contract, with the possibility to end the contract if you do not accept the new conditions	**Electricity Market Act (EMA), RT I, 12.07.2014, 21; § 87 Terms and conditions of the contract, § 89 Amendment of contract**
To withdraw from a new contract within at least seven days* if the contract was concluded outside the supplier's business premises or by distance means of communication (such as Internet or telephone) * 14 days if the Consumer Rights Directive applies	**Law of Obligations Act § 380(1)-(17)**
To have access to accurate information on your energy consumption and therefore regulate your energy consumption	**Electricity Market Act (EMA), RT I 2003, 25, 153; § 75[1] - Invoice submitted to the consumer**
To be properly informed on the benefits of using equipment and vehicles using renewable energy	**Energy Efficiency of Equipment Act**
To be properly informed on how much energy you use and how to use energy more efficiently	**Electricity Market Act (EMA), § 75[1]**
To receive adequate protection if you are defined as a "vulnerable consumer" by relevant national legislation	**Electricity Market Act (EMA), § 90**
To file a complaint to your energy supplier and, in the event your complaint is not managed to your satisfaction, send your complaint to an independent body for an inexpensive, prompt and fair out-of-court settlement	**Electricity Market Act (EMA), RT I 2003, 25, 153, § 99 - To file a complaint to Competitive Authority, Consumer Protection Act TKS § 19 (1)**
To receive information about the energy efficiency of the property you wish to buy or rent	***No information was found at the time of the study***

European Commission

MAIN BODIES

MAIN BODIES	NAME AND CONTACT DETAILS
Energy Regulator	**Konkurentsiamet/Estonian Competition Authority** (Regulatory Division) Auna 6, 10317 Tallinn Tel.: +372 667 2400 Fax: +372 667 2401 E-mail: info@konkurentsiamet.ee Website: www.konkurentsiamet.ee
Single Point of Contact	**Konkurentsiamet/Estonian Competition Authority**
National authorities responsible for enforcement of consumer protection legislation (horizontal and sectoral specific – energy)	**Tarbijakaitseamet/Consumer Protection Board** Rahukohtu 2, 10130 Tallinn Tel: +372 6201 700 Fax: +372 6201 701 E-mail: info@tarbijakaitseamet.ee Website: www.tarbijakaitseamet.ee
Bodies with responsibilities relating to competition	**Competition division at Konkurentsiamet/Estonian Competition Authority**
Alternative Dispute Resolution Entity	**Consumers Complaint Committee** Rahukohtu 2, 10130 Tallinn Tel.: +372 6201 700 Fax: +372 6201 701 E-mail: info@consumer.ee Website: www.tka.riik.ee **Tarbijakaitseamet/Consumer Protection Board**
Other relevant bodies and consumer organisations	**Eesti Tarbijakaitse Liit/Estonian Consumer Union** Sakala 23a, 10141 Tallinn Tel.: + 372 6411 697 E-mail: tarbijakaitseliit@hotmail.com Website: www.tarbijakaitse.ee/

[1] Estonian Competition Authority (2014). Electricity and Gas Markets in Estonia

[2] *Refers to legislative and retail market opening.* ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[3] ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[4] Estonian Competition Authority (2014). Electricity and Gas Markets in Estonia

[5] Estonian Competition Authority (2014). Electricity and Gas Markets in Estonia

[6] European Commission (2014). Country reports
Available at:
http://ec.europa.eu/energy/sites/ener/files/documents/2014_countryreports_estonia.pdf

[7] Electricity Market Act (EMA)
Accessed on 8th January 2016 at:
https://www.riigiteataja.ee/en/eli/528082014005/consolide

[8] Law of Obligations Act
Accessed on 8th January 2016 at:
https://www.riigiteataja.ee/en/eli/513062014001/consolide

[9] Energy Efficiency of Equipment Act
Accessed on 8th January 2016 at: https://www.riigiteataja.ee/akt/685576

NOTES

FINLAND

MARKET SHARE BREAKDOWN[1]:

Fortum: 20%
Others: 80%

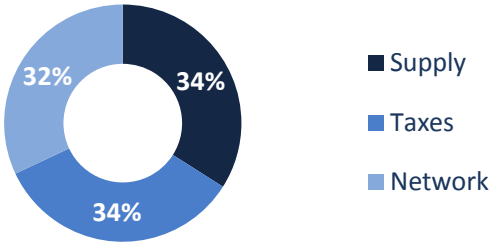
YEAR OF MARKET OPENING[2]:

1997

REGULATED PRICES FOR HOUSEHOLDS[3]:

NO

BREAKDOWN OF PRICE

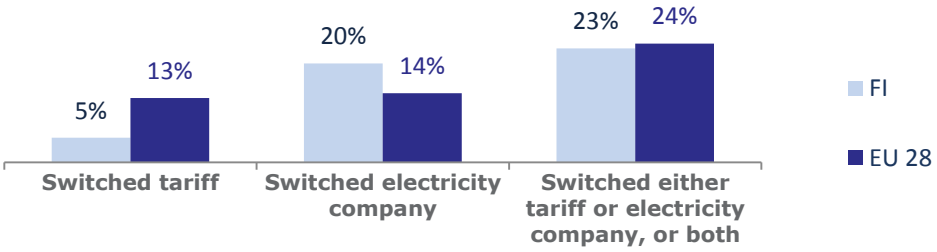


The breakdown shown is for domestic consumers with electricity consumption between 1,000 and 3,500 kWh/year.

Source: National regulator's dataset - Price collection exercise, 2014/15 (Ipsos, London Economics, Deloitte Consortium)

SWITCHING

Consumers who reported having switched **at least once** in the past three years (spring 2012 to spring 2015)



Source: Consumer survey, February-June 2015 (Ipsos, London Economics, Deloitte Consortium)

COMPLAINTS HANDLING & ENFORCEMENT

When a problem is encountered, the Finnish consumer is to consult the electricity provider as a first step. Following the filing of a complaint, the consumer can turn to the Finnish Competition and Consumer Authority's consumer counselling service regarding consumer rights.[4] The counselling service also assists and mediates in the case of conflicts. If no agreement can be reached with the electricity company, the consumer can also turn to the impartial third-party Consumer Disputes Board free of charge. The decision of the Consumer Disputes Board is not legally binding but companies largely tend to comply with its recommendations, as has occurred in over 80% of the cases. If the consumer so chooses, there is a possibility to bring the issue to the courts as a further escalation.[5]

The Consumer Disputes Board does not separately list or keep records of disputes involving electricity. The Finnish Competition and Consumer Authority, on the other hand, keeps track of cases brought to its consumer counselling service. The authority noted that out of the 91,545 cases it dealt with in 2014, consumers contacted the counselling service 2,806 times in relation to advice on electricity services, i.e. about 3% of the total.[6] There is also a Consumer Ombudsman who may initiate class action lawsuits against network operators or electricity suppliers and will then act as representative in the court.

In 2014, the Energy Authority received 84 new complaints related to electricity system operators and retailers. The complaints submitted fell into the following categories: connection charges, the network access charges, quality of supply, metering, inconsistencies in invoicing and general complaints regarding practices of the supplier.[7]

VULNERABLE CONSUMERS/ENERGY POVERTY

Similar to a number of other countries, the Energy Authority refers to social welfare (the living allowance or income support (toimeentulotuki / utkomststöd)) to assist those who have insufficient income to make ends meet.[8] Specifically, regarding the payment of electricity bills, in case the consumer has difficulties paying the electricity bill and these difficulties are temporary, the consumer may contact the provider to attempt to reach an agreement on an extended payment time or a payment plan.

In cases of arrears, the delivery of electricity may be cancelled if the consumer has considerably neglected payments. The provider has to notify the consumer in writing that the payment has been neglected, and a notification of electricity cancellation can be sent at the earliest two weeks after the notification on arrears.

If the difficulties of payment relates to sickness, unemployment or another exceptional reason, disconnection can only occur after three months (as long as the provider has been informed of the circumstances). Between the period of October until the end of April, for a building used as a permanent residency and with heating that depends on electricity, the period is four months.[9]

European Commission

MATRIX OF RIGHTS

REGULATORY FRAMEWORK

The Finnish electricity market was liberalised when the Electricity Market Act of 1995 (Sähkömarkkinalaki/Elmarknadslag 386/1995) came into force. Directive 2009/72/EC was transposed by the Electricity Market Act of 2013 (Sähkömarkkinalaki/Elmarknadslag 588/2013), replacing the law of 1995. Directive 2012/27/EU on Energy Efficiency was implemented with the Energy Efficiency Act (Energiatehokkuuslaki/Energieffektivitetslag 1429/2014). In summary, the main laws governing the retail electricity and natural gas markets are:

- The Electricity Market Act 588/2013[10];
- The Act on Supervision of Electricity and Gas Markets 590/2013[11];
- The Energy Efficiency Act 1429/2014[12];
- The Act on Verification and Notification of Origin of Electricity 1129/2003[13];
- The Consumer Protection Act 1978/38[14];
- The Act on the Energy Authority 870/2013[15].

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To choose your supplier and enter into contract with any EU electricity supplier offering services to you	**Law 588/2013, Part II, Ch. 4, 18 §, 21 §**
To change your energy supplier in an easy and quick way, without extra charges	**Law 588/2013, Part II, Ch. 4, 26 §**
To receive clear information on your energy contract before signing, and advance notice if any changes are made to the contract, with the possibility to end the contract if you do not accept the new conditions	**Law 588/2013, Part V, Ch. 13, 86 §, 89-93 §** **Law 508/2000, Ch. 4, 7 §**
To withdraw from a new contract within at least seven days* if the contract was concluded outside the supplier's business premises or by distance means of communication (such as Internet or telephone) * 14 days if the Consumer Rights Directive applies	**Law 38/1978, Ch. 6, 14 §**
To have access to accurate information on your energy consumption and therefore regulate your energy consumption	**Law 588/2013, Part II, Ch. 4, 22 §, Ch. 6, 57 §, Part III. Ch. 9, 69 §** **Law 508/2000, Ch. 2, 9 a §, Ch. 3, 2 §, 2 a §, Ch. 4, 3 §**
To be properly informed on the benefits of using equipment and vehicles using renewable energy	**Law 1429/2014, Ch. 4, 25 §** **Law 588/2013, Part I, Ch. 1, 1 §** **Law 508/2000, Ch. 1, 1 §**
To be properly informed on how much energy you use and how to use energy more efficiently	**Law 1429/2014, Ch. 4, 22 §, 25 §** **Law 588/2013, Part II, Ch. 4, 22 §, Ch. 6, 57 §, Part III, Ch. 9, 69 §** **Law 508/2000, Ch. 2, 9 a §, Ch. 3, 2 §, 2 a §, Ch. 4, 3 §**
To receive adequate protection if you are defined as a "vulnerable consumer" by relevant national legislation	**Law 731/1999, Ch. 2, 19 §** **Law 588/2013, Part V, Ch.13, 103 §** **Law 508/2000, Ch. 4, 5 §**
To file a complaint to your energy supplier and, in the event your complaint is not managed to your satisfaction, send your complaint to an independent body for an inexpensive, prompt and fair out-of-court settlement	**Law 588/2013, Part V, Ch. 13, 86 §.** **Law 508/2000, Ch. 4, 7 §** **Information is also to be present on the bill as per Law 588/2013, Part II, Ch. 6, 57 §, Part III, Ch. 9, 69 § and Law 508/2000, Ch. 2, 9 a §, Ch. 4, 3 §.** **Law 8/2007, Ch. 1, 2 § (non-binding decisions)**
To receive information about the energy efficiency of the property you wish to buy or rent	**Law 50/2013, Ch. 2, 6 §**

European Commission

MAIN BODIES	NAME AND CONTACT DETAILS
Energy Regulator	**Energiavirasto/Energy Authority** Lintulahdenkuja 4, 00530 Helsinki Tel.: +358 29 5050 000 Fax: +358 9 6221 911 E-mail: kirjaamo@energiavirasto.fi Website: www.energiavirasto.fi
Single Point of Contact	*No information was found at the time of the study*
National authorities responsible for enforcement of consumer protection legislation (horizontal and sectoral specific – energy)	**Kilpailu- ja kuluttajavirasto – Kuluttaja-asiamies/Finnish Competition and Consumer Authority - Consumer Ombudsman** Siltasaarenkatu 12 A, 00530 Helsinki Tel: +358 29 505 3000 Fax: +358 9 8764 398 E-mail: kirjaamo@kkv.fi Website: www.kkv.fi
Bodies with responsibilities relating to competition	**Kilpailu- ja kuluttajavirasto – Kuluttaja-asiamies/Finnish Competition and Consumer Authority - Consumer Ombudsman**
Alternative Dispute Resolution Entity	**Kuluttajariitalautakunta/The Consumer Disputes Board** Hämeentie 3, P.O. Box 306, 00531 Helsinki Tel .: +358 29 566 5200 E-mail: kril@oikeus.fi
Other relevant bodies and consumer organisations	**Kuluttajaliitto-Konsumentförbundet ry./The Consumers' Union of Finland** Malminrinne 1 B, 00180 Helsinki Tel.: +358 9 454 2210 E-mail: info@kuluttajaliitto.fi Website: www.kuluttajaliitto.fi **Kuluttajat-Konsumenterna ry./The Consumers** E-mail: info@kuluttajat-konsumenterna.fi Website: www.kuluttajat-konsumenterna.fi

[1] Finnish Energy Authority (10th July 2014). 'National Report 2014 to the Agency for the Cooperation of Energy Regulators and to the European Commission – Finland'. Available at: http://www.ceer.eu/portal/page/portal/EER_HOME/EER_PUBLICATIONS/NATIONAL_REPORTS/National%20Reporting%202014/NR_En/C14_NR_Finland-EN.pdf; and Fortum Oyj (2014). 'Fortum's Annual Report 2013', accessed on 1st April 2015. Available at: http://fortum-ar-2013.studio.crasman.fi/pub/web/pdf/Fortum_Annual_Report2013.pdf

[2] *Refers to legislative and retail market opening.* ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014 Available at: http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[3] ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014 Available at: http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[4] Energiavirasto (Undated). 'Kysymyksiä sähkömarkkinoista', accessed on 1st April 2015 Available at: http://www.energiavirasto.fi/documents/10179/0/Kysymyksia+sahkomarkkinoista.pdf/68f6be1b-5e52-4771-8757-0d4164232402

[5] Energiavirasto (Undated). 'Riidanratkaisu', accessed on 1st April 2015 Available at: http://www.energiavirasto.fi/riidanratkaisu

[6] KKV (2nd October 2014). 'Tilastoja', accessed on 1st April 2015. Available at: http://www.kkv.fi/Tietoa-KKVsta/Tilastoja/

[7] Finnish Energy Authority (10th July 2015) 'National report 2015'. Available at: http://www.energiavirasto.fi/documents/10179/0/National+Report+2015+Finland+1842-601-2015+20150710.pdf/7ebae177-6e7b-4ac0-b1ea-95628ca50742?version=1.0

[8] Energiavirasto (Undated). 'Maksuvaikeudet', accessed on 1st April 2015 Available at: http://www.energiavirasto.fi/maksuvaikeudet

[9] Energiavirasto (Undated). 'Maksuvaikeudet', accessed on 1st April 2015 Available at: http://www.energiavirasto.fi/maksuvaikeudet

[10] The Electricity Market Act 588/2013, accessed on 8th January 2016 Available at: http://www.finlex.fi/fi/laki/alkup/2013/20130588

[11] The Act on Supervision of Electricity and Gas Markets 590/2013, accessed on 8th January 2016 Available at: http://www.finlex.fi/fi/laki/alkup/2013/20130590

[12] The Energy Efficiency Act 1429/2014, accessed on 8th January 2016 Available at: http://www.finlex.fi/fi/laki/alkup/2014/20141429

[13] The Act on Verification and Notification of Origin of Electricity 1129/2003, accessed on 8th January 2016 Available at: http://www.finlex.fi/fi/laki/ajantasa/2003/20031129

[14] The Consumer Protection Law 1978/38, accessed on 8th January 2016 Available at: http://www.finlex.fi/fi/laki/ajantasa/1978/19780038

[15] The Act on the Energy Authority 870/2013, accessed on 8th January 2016 Available at: http://www.finlex.fi/fi/laki/ajantasa/2013/20130870

NOTES

FRANCE

MARKET SHARE BREAKDOWN[1]:

EDF: 79%
CNR/ENGIE: 6%
EON: 3%
Alpiq: 2%
Others: 10%

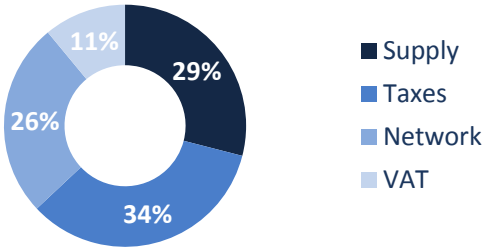
YEAR OF MARKET OPENING[2]:

2008

REGULATED PRICES FOR HOUSEHOLDS[3]:

Yes

BREAKDOWN OF PRICE

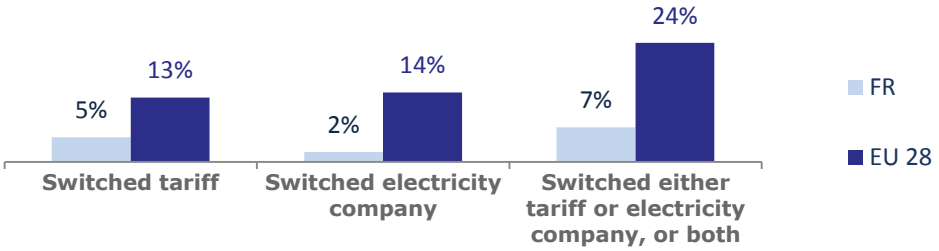


The breakdown shown is for domestic consumers with electricity consumption between 1,000 and 3,500 kWh/year.

Source: National regulator's dataset - Price collection exercise, 2014/15 (Ipsos, London Economics, Deloitte Consortium)

SWITCHING

Consumers who reported having switched **at least once** in the past three years (spring 2012 to spring 2015)



Source: Consumer survey, February-June 2015 (Ipsos, London Economics, Deloitte Consortium)

COMPLAINTS HANDLING & ENFORCEMENT

The authority in charge of managing energy consumer problems is the Energy Ombudsman.

The consumer can start a claim, online or by mail, to the Energy Ombudsman in cases where the consumer is not satisfied with the outcome of a complaint to the energy supplier. There is also an option to address the claim to the courts[4].

In 2014, the Energy Ombudsman addressed the queries and complaints of 1,596,000 energy consumers. Of these, about 1,300,000 were initiated via the Ombudsman websites (energie-mediateur.fr and energie-info.fr), while the remaining ones were submitted via phone[5]. Roughly 500,000 website visitors consulted the price comparison tool of the Ombudsman.

Of those consumers contacting the Ombudsman, 14,412 complaints were investigated by the Ombudsman of which 4,159 disputes were admissible. Out of these disputes, 62% were related to billed consumption levels, 6% to supply quality, 7% to payments and settlements, 7% to billing and 6% to tariffs[6].

VULNERABLE CONSUMERS/ENERGY POVERTY

The concept of energy vulnerability has been regulated by law in France since July 2010[7]. According to the legislation, energy vulnerability is defined as cases where a "person that experiences difficulties in their household to have access to the necessary energy supply to satisfy the basic necessities, because of the inadequacy of their resources or the conditions of their habitat". This definition was chosen following the recommendation from a working group on energy vulnerability that was formed under the framework of the "Durable Building Plan" in 2009[8]. Among the measures in place to protect vulnerable consumers, there is the option to have access to a social tariff for electricity and natural gas. Consumers with certain characteristics can benefit from these tariffs, which can be used to reduce the final expenditure on consumption[9].
The French Government is experimenting with an energy cheque aimed at low-income households, to help them meet the energy costs of their home - electricity, gas, wood, oil, network heat - and to finance thermal renovation works[10].

European Commission

MATRIX OF RIGHTS

REGULATORY FRAMEWORK

There are five main laws that govern the French retail electricity market. These laws are listed below and are linked to each main energy consumer right in the following table:

- Energy Code[11];
- NOME Law (Law on the new organisation of the electricity market), from 7th December 2010[12];
- Consumer Code[13];
- Decree of 18th April 2012 concerning the supply of electricity or natural gas bills to their payment terms and conditions of postponement or reimbursement of overpayments[14];
- Building and Housing Code[15];

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To choose your supplier and enter into contract with any EU electricity supplier offering services to you	**Energy Code. Article L331.1**
To change your energy supplier in an easy and quick way, without extra charges	**Consumer Code. Article L121-89**
To receive clear information on your energy contract before signing, and advance notice if any changes are made to the contract, with the possibility to end the contract if you do not accept the new conditions	**Consumer Code. Article L111-1, Article L121-87, Article L121-88**
To withdraw from a new contract within at least seven days* if the contract was concluded outside the supplier's business premises or by distance means of communication (such as Internet or telephone) * 14 days if the Consumer Rights Directive applies	**Consumer Code. Article L121-21**
To have access to accurate information on your energy consumption and therefore regulate your energy consumption	**Law on the new organisation of the electricity market (NOME) n° 2010-1488. Article 18, which modifies Consumer Code articles L121-91 and L121-92**
To be properly informed on the benefits of using equipment and vehicles using renewable energy	**Decree of 18th April, 2012. Article 4** **Consumer Code. Article L129-91**
To be properly informed on how much energy you use and how to use energy more efficiently	**Energy Code. Title II. Chapter 4. Article L124**
To receive adequate protection if you are defined as a "vulnerable consumer" by relevant national legislation	**Energy Code. Article L122.1**
To file a complaint to your energy supplier and, in the event your complaint is not managed to your satisfaction, send your complaint to an independent body for an inexpensive, prompt and fair out-of-court settlement	**Energy Code. Article L331.1**
To receive information about the energy efficiency of the property you wish to buy or rent	**Building and housing code. Chapter IV. Section I Diagnostic of energy performance**

European Commission

MAIN BODIES

MAIN BODIES	NAME AND CONTACT DETAILS
Energy Regulator	**Commission de régulation de l'énergie/French Energy Regulatory Commission** 15, rue Pasquier, 75008 Paris Website: www.cre.fr/
Single Point of Contact	**Médiateur national de l'énergie/Energy Ombudsman** 15, rue Pasquier, 75008 Paris Tel.: +33 1 44 94 66 00 / 0800 112 212 Website: www.energie-info.fr
National authorities responsible for enforcement of consumer protection legislation (horizontal and sectoral specific – energy)	**Direction générale de la concurrence, de la consommation et de la répression des fraudes (DGCCRF)/General Directorate for Competition Policy, Consumer Affairs and Fraud Control** Télédoc 151 139, rue de Bercy, 75572 Paris Cedex 12 Tel.: +33 1 40 04 04 04 Website: www.dgccrf.bercy.gouv.fr
Bodies with responsibilities relating to competition	**Direction générale de la concurrence, de la consommation et de la répression des fraudes (DGCCRF)/General Directorate for Competition Policy, Consumer Affairs and Fraud Control** **Autorité de la concurrence/Competition Authority** 11 rue de l'Échelle, 75001 Paris Website: www.autoritedelaconcurrence.fr
Alternative Dispute Resolution Entity	**Médiateur national de l'énergie/Energy Ombudsman**
Other relevant bodies and consumer organisations	**CLCV (Consommation Logement et Cadre de Vie), Association nationale de défense des consommateurs et usagers (CLCV)/National Association for the Defence of Consumers and Users** 59 boulevard Exelmans, 75016 Paris Tel.: +33 1 56 54 32 30 E-mail: communication@clcv.org Website: www.clcv.org **Que Choisir - Union Fédérale des Consommateurs/Federal Union of Consumers** 233, bd Voltaire, 75011 Cedex 11 Paris Tel.: +33 1 43 48 55 48 E-mail: info@quechoisir.org Website: www.quechoisir.org

[1] Data from the regulator; *market shares in volume for the whole market (industrial and household clients) and for all type of prices (regulated and non-regulated), as of 31st December 2014*

[2] *Legislative market opening: 2007. The retail market opened in 2008 for consumers.* ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[3] ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[4] The type of jurisdiction that applies depends on the problem of the consumer. See the applicable court cases available at: http://www.energie-mediateur.fr/jurisprudences_consommateurs_energie/jurisprudences_consommateurs_energie.html

[5] Energie mediateur (2015) 'Rapport Activité 2014'
Available at: http://www.energie-mediateur.fr/fileadmin/user_upload/Publications/RA_MNE_2014.pdf

[6] Data from the national regulator

[7] Act n°2010-788, 12th July 2010 on the national engagement for the environment (a.k.a. Grenelle 2 Act), which modifies law n°90-449, 31st May 1990 on the right to rent (a.k.a. Besson Act)

[8] ONPE (2014) 'Prémier rapport. Définitions indicateurs, premiers résultats'
Available at:
http://onpe.org/sites/default/files/pdf/documents/rapports_onpe/onpe1errapportsynthese.pdf

[9] Information retrieved from the Public Service Energy Info: http://www.energie-info.fr/Fiches-pratiques/Ma-facture-mon-compteur/Ai-je-droit-aux-tarifs-sociaux

[10] Data from the national regulator

[11] Energy Code. Consolidated version from 1st January 2015. Available at:
http://www.legifrance.gouv.fr/affichCode.do;jsessionid=1AFF69DB770715EEDA3DA98F94FD1610.tpdila07v_2?cidTexte=LEGITEXT000023983208&dateTexte=20150317 and
https://www.legifrance.gouv.fr/affichCodeArticle.do?cidTexte=LEGITEXT000023983208&idArticle=LEGIARTI000031057539&dateTexte=&categorieLien=cid

[12] Law n° 2010-1488, 7th December 2010, of the new organisation of the electricity market (NOME Law). NOR : EFIX1007918L., accessed on 10th January 2016 at:
http://www.legifrance.gouv.fr/affichTexte.do?cidTexte=JORFTEXT000023174854&categorieLien=id

[13] Consumer Code. Consolidated version from 1st March 2015. Available at:
http://www.legifrance.gouv.fr/affichCode.do?cidTexte=LEGITEXT000006069565

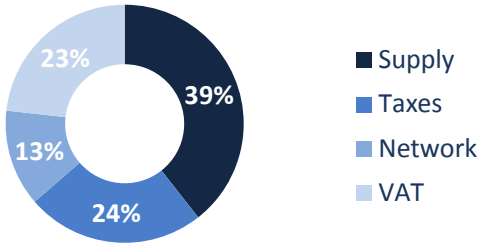
[14] Decree of 18th April 2012 concerning the supply of electricity or natural gas bills to their payment terms and conditions of postponement or reimbursement of overpayments. Accessed on 8th January 2016. Available at:
http://www.legifrance.gouv.fr/affichTexte.do?cidTexte=JORFTEXT000025747031&fastPos=1&fastReqId=512800953&categorieLien=cid&oldAction=rechTexte

[14] Building and Housing Code. Accessed on 8th January 2016. Available at:
http://www.legifrance.gouv.fr/affichCode.do;jsessionid=B6CB779EAA2F82F1E9DFC2E6D090836C.tpdila13v_2?idSectionTA=LEGISCTA000023329938&cidTexte=LEGITEXT000006074096&dateTexte=20160108

NOTES

GERMANY

BREAKDOWN OF PRICE

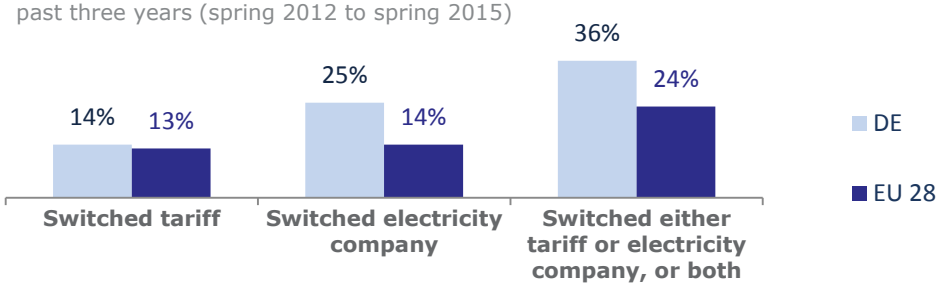


The breakdown shown is for domestic consumers with electricity consumption between 1,000 and 3,500 kWh/year.

Source: Suppliers' websites and a comparison tool referred to by the national regulator - Price collection exercise, 2014/15 (Ipsos, London Economics, Deloitte Consortium)

SWITCHING

Consumers who reported having switched **at least once** in the past three years (spring 2012 to spring 2015)



Source: Consumer survey, February-June 2015 (Ipsos, London Economics, Deloitte Consortium)

COMPLAINTS HANDLING & ENFORCEMENT

In 2006, the *Bundesnetzagentur* has put in place an energy customer service. Since 2011, this energy customer service fulfils the tasks of a single point of contact for energy customers[4]. Based on article 111a of the Energy Industry Act (EnWG), consumers should first refer their problem to their electricity supplier's helpdesk. Suppliers are required to respond to their consumers' complaints within four weeks from the receipt of the complaint. Should a remedy proceeding be initiated, the supplier communicates the relevant information to the consumer in either written or electronic form. Based on article 111b, in case the complaint refers to a network or energy power issue, consumers can directly contact the *Schlichtungsstelle Energie* (Conciliation Board)[5]. Such proceedings should be completed within three months. This body was created in 2011 by the Ministry of Economic Affairs and Energy[6].

VULNERABLE CONSUMERS/ENERGY POVERTY

Germany does not have a definition of "energy poverty" that is clearly established by law. In 2012, several members of the parliament questioned this gap[7]. The official federal answer has been that, while the government has not established a clearly defined concept of energy poverty, it tackles the issue within the general federal objective of combatting overall poverty. The federal government also underlined the fact that, while Germany regulates consumer protection within the framework of social justice (*Sozialrecht*), it is ultimately up to the individual *Bundesland* to fit the guidelines with the specific needs existing at state level[8]. As an example, the *Verbraucherzentrale for Nordrhein-Westfalen* has independently defined energy poor consumers as those who have to dedicate a higher than average portion of their low income to energy spending (high spending/low income approach), or all those consumers who cannot pay their bills because of their social standing[9].

In terms of social policies, there are both financial assistance initiatives and other policy instruments to alleviate energy poverty. Social assistance is intended to help individuals and households who are unable to meet their own needs and lack sufficient entitlement under the insurance and welfare systems. Social assistance provided by the Social Code II also covers energy costs[10].

MARKET SHARE BREAKDOWN[1]:
EnBW, E.ON, RWE & Vattenfall: 41%
Other suppliers: 61%

YEAR OF MARKET OPENING[2]:
1998

REGULATED PRICES FOR HOUSEHOLDS[3]:
No

European Commission

MATRIX OF RIGHTS

REGULATORY FRAMEWORK

The main requirements of EU Directive 2009/72/EC are transposed in the following laws, which additionally support Germany's *Energiewende* framework (i.e. the switchover to mainly renewable energy sources):

- Law on electricity and gas supply (Energy Industry Act)[11];
- Ordinance on default supply with electricity[12];
- Ordinance on consumer information about fuel consumption, CO_2-emissions and electricity consumption of passenger cars[13];
- Civil Code[14];
- Energy saving ordinance[15];
- Renewable energy sources act[16];
- Energy security act[17];
- Energy tax act[18];
- Renewable energies heat act[19];
- Environment impact assessment act[20];
- Energy consumption labelling act[21];
- Energy consumption products act[22];
- Energy services act[23].

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To choose your supplier and enter into contract with any EU electricity supplier offering services to you	**Law on electricity and gas supply (Energy Industry Act)**
To change your energy supplier in an easy and quick way, without extra charges	**Law on electricity and gas supply (Energy Industry Act) art. 20a**
To receive clear information on your energy contract before signing, and advance notice if any changes are made to the contract, with the possibility to end the contract if you do not accept the new conditions	**Law on electricity and gas supply (Energy Industry Act) art. 41**
To withdraw from a new contract within at least seven days* if the contract was concluded outside the supplier's business premises or by distance means of communication (such as Internet or telephone) * 14 days if the Consumer Rights Directive applies	**Civil Code art. 355**
To have access to accurate information on your energy consumption and therefore regulate your energy consumption	**Law on electricity and gas supply (Energy Industry Act) art. 40**
To be properly informed on the benefits of using equipment and vehicles using renewable energy	**Ordinance on consumer information about fuel consumption, CO_2-emissions and electricity consumption of passenger cars**
To be properly informed on how much energy you use and how to use energy more efficiently	**Law on electricity and gas supply (Energy Industry Act) art. 40 par. 2 no.4-6** **Energy Services Act art. 4**
To receive adequate protection if you are defined as a "vulnerable consumer" by relevant national legislation	**Law on electricity and gas supply (Energy Industry Act) art. 36** **Ordinance on default supply with electricity art. 19** **Governed by social law for all consumers, including energy consumers**
To file a complaint to your energy supplier and, in the event your complaint is not managed to your satisfaction, send your complaint to an independent body for an inexpensive, prompt and fair out-of-court settlement	**Law on electricity and gas supply (Energy Industry Act) art. 111a -111b**
To receive information about the energy efficiency of the property you wish to buy or rent	**Energy saving ordinance art. 16**

European Commission

MAIN BODIES

MAIN BODIES	NAME AND CONTACT DETAILS
Energy Regulator	**Bundesnetzagentur für Elektrizität, Gas, Telekommunikation, Post und Eisenbahnen (BNetzA)/The Federal Network Agency** Tulpenfeld 4, 53113 Bonn Tel: +49 228 - 14 0 Fax: +49 228 - 14 8872 E-mail: info@bnetza.de Website: www.bundesnetzagentur.de
Single Point of Contact	**Verbraucherservice Energie Bundesnetzagentur für Elektrizität, Gas, Telekommunikation, Post und Eisenbahnen (BNetzA)/The Federal Network Agency** Postfach: 8001, 53105 Bonn Tel.: 030 22 480 - 500 Fax: 030 22 480 - 323 E-Mail: verbraucherservice-energie@bnetza.de
National authorities responsible for enforcement of consumer protection legislation (horizontal and sectoral specific – energy)	**Verbraucherzentralen/Consumer Centres** **Verbraucherzentrale Bundesverband/Federation of German Consumer Organisations** Markgrafenstraße 66, 10969 Berlin E-mail: info@vzbv.de Website: www.vzbv.de **Verbraucherzentrale Niedersachsen** Project: Marktwächter Energie Herrenstraße 14, 30159 Hannover Tel.: +49 511 911 96-0 Fax: +49 511 911 96-10 E-mail: marktwaechter-energie@vzniedersachsen.de
Bodies with responsibilities relating to competition	**Bundeskartellamt/Federal Cartel Office** Kaiser-Friedrich-Str. 16 D, 53113 Bonn Tel.:+49 228 9499-0 Fax.: +49 228 9499-400 E-mail: info@bundeskartellamt.bund.de Website: www.bundeskartellamt.de **Zentrale zur Bekämpfung unlauteren Wettbewerbs Frankfurt am Main (Wettbewerbszentrale)/Centre for Protection against Unfair Competition** Landgrafenstraße 24 B 61348 Bad Homburg vor der Höhe Tel. : +49 6172-12150 Fax : +49 6172-84422 E-mail: mail@wettbewerbszentrale.de Website: www.wettbewerbszentrale.de
Alternative Dispute Resolution Entity	**Schlichtungsstelle Energie/Conciliation Board Energy** Friedrichstraße 133, 10117 Berlin Tel.: +49 30 27 57 240 – 0 Fax: +49 30 27 57 240 – 69 E-mail: info@schlichtungsstelle-energie.de Website: www.schlichtungsstelle-energie.de
Other relevant bodies and consumer organisations	**Verbraucherzentrale Bundesverband/Federation of German Consumer Organisations** **Bund der Energieverbraucher (BdE)/Association of Energy Consumers** Frankfurter Straße 1, 53572 Unkel Tel.: +49 2224 92270 Fax: +49 2224 10 321 E-mail: info@energieverbraucher.de Website: www.energieverbraucher.de

[1] *Market shares based on sale of electricity to standard load profile customers; these are consumers with relatively low levels of consumption (usually household customers and smaller commercial customers.*
Bundesnetzagentur (2016). *Monitoring Report 2015*
Available at:
http://www.bundesnetzagentur.de/cln_1422/EN/Areas/Energy/Companies/DataCollection_Monitoring/MonitoringBenchmarkReport2015/Monitoring_Benchmark_Report_2015_node.html;jsessionid=B9ED35364A92A0B60762BD052F6D6100

[2] *Refers to legislative and retail market opening.* ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[3] ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[4] Source: www.bundesnetzagentur.de/energieverbraucher

[5] Webpage can be found in the following link: https://www.schlichtungsstelle-energie.de/

[6] Source: Webpage of Schlichtungsstelle Energie. 'Aufgaben', Accessed in March 2016.
Availbale at: https://www.schlichtungsstelle-energie.de/aufgaben.html

[7] Antwort der Bundesregierung (2012), Energiearmut erkennen und Lösungen anbieten
Available at: http://dip21.bundestag.de/dip21/btd/17/105/1710582.pdf

[8] Antwort der Bundesregierung (2012), Energiearmut erkennen und Lösungen anbieten, p.3-4
Available at: http://dip21.bundestag.de/dip21/btd/17/105/1710582.pdf

[9] Verbraucherzentrale Nordrhein-Westfalen (2014). Energiearmut: Energiearmut bekämpfen – Daseinsversorge sichern, p.3
Available at: http://www.verbraucherzentrale.nrw/mediabig/228681A.pdf

[10] Stakeholder surveys conducted in 2015

[11] Law on electricity and gas supply (Energy Industry Act), accessed on 8th January 2016
Available at: http://www.gesetze-im-internet.de/bundesrecht/enwg_2005/gesamt.pdf

[12] Ordinance on default supply with electricity, accessed on 8th January 2016
Available at: http://www.gesetze-im-internet.de/stromgvv/

[13] Ordinance on consumer information about fuel consumption, CO_2-emissions and electricity consumption of passenger cars, accessed on 8th January 2016
Available at: http://www.gesetze-im-internet.de/bundesrecht/pkw-envkv/gesamt.pdf

[14] Bürgerliches Gesetzbuch/Civil Code, accessed on 8th January 2016
Available at: http://www.gesetze-im-internet.de/bundesrecht/bgb/gesamt.pdf

[15] Energy saving ordinance , accessed on 8th January 2016
Available at: http://www.gesetze-im-internet.de/bundesrecht/enev_2007/gesamt.pdf

[16] Renewable energy sources act, accessed on 10th January 2016
Available at: http://www.gesetze-im-internet.de/eeg_2014/

[17] Energy security act, accessed on 10th January 2016
Available at: http://www.gesetze-im-internet.de/ensig_1975/

[18] Energy tax act, accessed on 10th January 20167
Available at: http://www.gesetze-im-internet.de/energiestg/

[19] Renewable energies heat act, accessed on 10th January 2016
Available at: http://www.gesetze-im-internet.de/eew_rmeg/

[20] Environment impact assessment act, accessed on 10th January 2016
Available at: http://www.gesetze-im-internet.de/bundesrecht/uvpg/gesamt.pdf

[21] Energy consumption labelling act, accessed on 10th January 2016
Available at: http://www.gesetze-im-internet.de/envkg_2012/

[22] Energy consumption products act, accessed on 10th January 2016
Available at: http://www.gesetze-im-internet.de/bundesrecht/ebpg/gesamt.pdf

[23] Energy services act, accessed on 10th January 20167
Available at: http://www.gesetze-im-internet.de/edl-g/

NOTES

GREECE

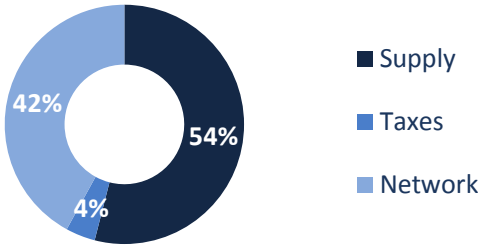
MARKET SHARE BREAKDOWN:
No data available

YEAR OF MARKET OPENING[1]:
2007

REGULATED PRICES FOR HOUSEHOLDS[2]:
No

European Commission

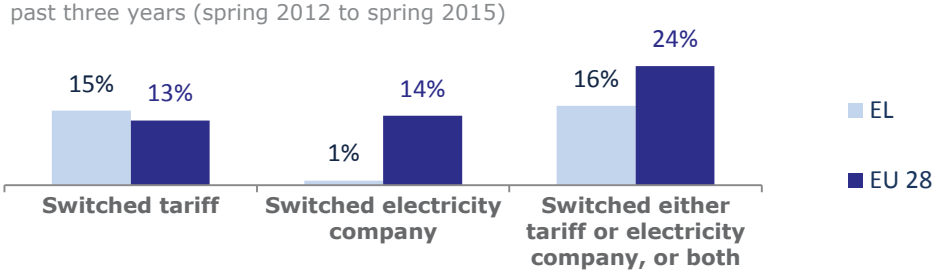
BREAKDOWN OF PRICE



The breakdown shown is for domestic consumers with electricity consumption between 1,000 and 3,500 kWh/year.
Source: National regulator's website - Price collection exercise, 2014/15 (Ipsos, London Economics, Deloitte Consortium)

SWITCHING

Consumers who reported having switched **at least once** in the past three years (spring 2012 to spring 2015)



Source: Consumer survey, February-June 2015 (Ipsos, London Economics, Deloitte Consortium)

COMPLAINTS HANDLING & ENFORCEMENT

Annex III of the Electricity Supply Code[3] regulates the procedure for handling consumer complaints. According to the Code, each supplier must establish and publish a code for dealing with customer complaints and requests of potential new customers. This code must be written in plain language and must be communicated to customers at least annually.
Every customer must have the ability to make oral or written complaints to the supplier and the supplier is responsible for handling these complaints quickly and efficiently. The procedure for resolving requests and complaints must include at least two levels of examination; as such, if the customer is not satisfied with the initial response of the supplier, it is possible to review the response. If consumers are not satisfied with the resolution provided by the supplier, they can resolve differences either by arbitration or judicially. For any complaint, consumers can directly contact the Regulatory Authority for Energy (RAE) or other independent authorities, such as the Consumer Ombudsman.
The period within which the supplier is required to provide the first response to a customer's request/complaint must not exceed 10 working days from the day of the submission. The supplier must also have a reporting system to record the requests/complaints. Finally, suppliers are expected to disclose an annual report in which the total number of requests/complaints received must be outlined. However, in practice, this is not mandatory.
In relation to alternative dispute resolution, customers can contact the Consumer Ombudsman, as well as the RAE in cases where there are exceptions to the application of energy laws or regulations[4].

VULNERABLE CONSUMERS/ENERGY POVERTY

Energy poverty is defined in articles 2 and 52 of Law 4001/2011[5] as a situation in which consumers are in a difficult position because of their low income, along with their professional status, marital status and specific health conditions, to cover expenses for the supply of electricity or gas, as these costs represent a significant proportion of their available income. More specifically, the factors are[6]:

1. Low income households suffering from energy poverty;
2. Customers who either themselves or their spouses or persons whom they live together with, rely heavily on continuous and uninterrupted power supply, due to mechanical life support;
3. Elderly people who are over 70 years old, provided they do not live together with another person who is younger than the above mentioned age limit;
4. Customers with serious health problems, especially those with severe physical or mental disability or with intellectual disabilities, severe audio visual or locomotor problems, or with multiple disabilities or chronic illnesses who cannot manage their contractual relationship with their supplier; and
5. Customers in remote areas, especially those living at the non-interconnected islands.

According to one source[7], the number of people in Greece receiving direct assistance was around 11% at the time of the consultation. In order to deal with the increase in energy poor households, the Greek state enacted a special electricity tariff called "Social Domestic Tariff" and its implementation began in 2011[8].

MATRIX OF RIGHTS

REGULATORY FRAMEWORK

The Electricity Supply Code regulates the rights and obligations of both customers and electricity suppliers. The Electricity Supply Code was first established under Law 2773/1999 by Ministerial Decision in 2001. In January 2013, after three consultations (5th March 2010, 19th July 2011 and 9th April 2012), the Regulatory Authority for Energy (RAE) sent the no. 14/2012 Opinion, which led to a subsequent Ministerial Decision in March 2013, taking into account the provisions of Directive 2009/72/EC and Law 4001/2011. This updated Electricity Supply Code contains provisions on many aspects of the retail electricity market, including supply, pricing, switching, contracts, payments, information, as well as universal service and the supplier of last resort. A further law established in 2014 establishes a special electricity tariff, the "Social Domestic Tariff" which must be provided by every electricity supplier who supplies to vulnerable consumers. The key laws and instruments are therefore:

- Law 4001 (O.G. A 179/22.08.2011) - Operation of Electricity and Natural Gas Energy Markets[9];
- Electricity Supply Code[10];
- D5 / HL / B / F29 / oik. 10205 Government Gazette 1657 / 06.23.14 Amendment of Nos. D5-HL / B / F29 / 16027 Decision of the Deputy Minister of Environment, Energy and Climate Change "Implementing the Social Household Tariff[11]; and
- Law No. 4122 on Building Energy Efficiency[12].

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To choose your supplier and enter into contract with any EU electricity supplier offering services to you	**Paragraph 1 Article 47 of Law 4001/2011**
To change your energy supplier in an easy and quick way, without extra charges	**Paragraph 1 Article 47 of Law 4001/2011**
To receive clear information on your energy contract before signing, and advance notice if any changes are made to the contract, with the possibility to end the contract if you do not accept the new conditions	**Paragraph 1 Article 49 and Paragraph 1(γ) Article 51 of Law 4001/2011** **Paragraph 1 Article 9 and paragraph 4(α) Article 30 of the Electricity Supply Code**
To withdraw from a new contract within at least seven days* if the contract was concluded outside the supplier's business premises or by distance means of communication (such as Internet or telephone) * 14 days if the Consumer Rights Directive applies	**Paragraph 3, Article 47 of Law 4001/2011**
To have access to accurate information on your energy consumption and therefore regulate your energy consumption	**Paragraph 2(α), Article 48 of Law 4001/2011** **Paragraph 1(γ),(δ), Article 31 of the Electricity Supply Code** **Paragraph 4(9), 7(α) Article 37 of the Electricity Supply Code**
To be properly informed on the benefits of using equipment and vehicles using renewable energy	**Paragraph 2, Article 48 of Law 4001/2011**
To be properly informed on how much energy you use and how to use energy more efficiently	**Paragraph 6(ε) & 7(α), Article 37 of the Electricity Supply Code**
To receive adequate protection if you are defined as a "vulnerable consumer" by relevant national legislation	**Paragraph 1(β), Article 48 of Law 4001/2011** **Article 33, 34 & 35 of the Electricity Supply Code**
To file a complaint to your energy supplier and, in the event your complaint is not managed to your satisfaction, send your complaint to an independent body for an inexpensive, prompt and fair out-of-court settlement	**Paragraph 4, Article 48 of Law 4001/2011** **Paragraph 1(γ),(δ), Article 31 of the Electricity Supply Code** **Paragraph 3, Article 32 of the Electricity Supply Code** **Annex III of the Electricity Supply Code**
To receive information about the energy efficiency of the property you wish to buy or rent	**Article 11,12 & 13 of Law 4122/2013**

European Commission

MAIN BODIES

MAIN BODIES	NAME AND CONTACT DETAILS
Energy Regulator	**Ρυθμιστική Αρχή Ενέργειας (ΡΑΕ)/ Regulatory authority for energy (RAE)** 132 Piraeus Str., 11854 Athens Tel.: +30 210 3727400 Fax: +30 210 3255460 E-mail: info@rae.gr Website: www.rae.gr
Single Point of Contact	**Κέντρα Εξυπηρέτησης Πολιτών (ΚΕΡ)/Citizens Service Centres** Website: www.kep.gov.gr
National authorities responsible for enforcement of consumer protection legislation (horizontal and sectoral specific – energy)	**General Secretariat of Consumer Affairs** Kaniggos Sq., 10181 Athens Tel: +30 210 3801507 Fax: +30 210 3841832 E-mail: info@efpolis.gr Website: www.efpolis.gr **Directorate of Consumer Policy** Kaniggos Sq., 10181 Athens Tel: +30 210 3801507 Fax: +30 210 3841932 **Directorate of Consumer Protection** Kaniggos Sq., 10181 Athens Tel: +30 210 3302708 Fax: +30 210 3843549
Bodies with responsibilities relating to competition	**Επιτροπή Ανταγωνισμού/Hellenic Competition Commission** 1a Kotsika Str., 10434 Athens Fax: +30 210 8809132 Website: www.epant.gr
Alternative Dispute Resolution Entity	**Συνήγορος του Καταναλωτή/Consumer Ombudsman** 144 Alexandras Ave., 11471 Athens Tel: +30 210 6460814/+30 210 6460612 E-mail: grammateia@synigoroskatanaloti.gr Website: www.synigoroskatanaloti.gr
Other relevant bodies and consumer organisations	**Consumers' Association "The Quality of Life" (EKPIZO)** 17 Stournari Str., 10683 Athens Tel.: +30 210 3304444 E-mail: info@ekpizo.gr Website: www.ekpizo.gr **Consumers' Protection Centre (KEPKA)** 32 Vas. Irakliou Str., 54624 Thessaloniki Tel.: +30 231 0269449 E-mail: consumers@kepka.org Website: www.kepka.org

European Commission

[1] *Refers to legislative and retail market opening.* ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[2] ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[3] Hellenic Republic (2013) 'Official Gazette B no. Sheet 832, 09.04.2013'
Available at:
http://www.rae.gr/site/file/categories_new/global_regulation/global_national/global_national_laws/FEK832_2013?p=file&i=0

[4] RAE (2013) "Έκθεση Πεπραγμένων 2013'
Available at:
http://www.rae.gr/site/system/docs/ActionReports/2013.csp?viewMode=normal

[5] Hellenic Republic (August 2011) 'O.G. A 179/22.08.2011 - ΝΟΜΟΣ ΥΠ' ΑΡΙΘ. 4001 Για τη λειτουργία Ενεργειακών Αγορών Ηλεκτρισμού και Φυσικού Αερίου, για Έρευνα, Παραγωγή και δι– κτυα μεταφοράς Υδρογονανθράκων και άλλες ρυθμίσεις'

[6] Stakeholder survey conducted in 2015

[7] Stakeholder survey conducted in 2015

[8] Hellenic Republic (September 2010) 'O.G. B 1403/06.09/2010'.
Available at: http://www.deddie.gr/Documents2/TIMOLOGIA/YA%20%CE%945-%CE%97%CE%9B_%CE%92_%CE%A629_16027_%2006%2008%202010.pdf

[9] Law 4001 (O.G. A 179/22.08.2011) - Operation of Electricity and Natural Gas Energy Markets, accessed on 8th January 2016 at:
http://www.ypeka.gr/LinkClick.aspx?fileticket=9rVkIH6aN2E%3d&tabid=506&language=el-GR

[10] O.G. B 832/09.04.2013 - Electricity Supply Code, accessed on 8th January 2016 at:
https://www.dei.gr/el/oikiakoi-pelates/eualwtoi-pelates-kai-koinwniko-oikiako-timologio/plirofories-gia-to-mitroo-ton-evaloton-pelatvn

[11] O.G. B 1657/12.6.14. accessed on 8th January 2016 at:
http://www.rae.gr/categories_new/global_regulation/global_national/global_national_laws/2014/YA102052014.csp

[12] Law No. 4122 on Building Energy Efficiency, accessed on 8th January 2016 at:
https://www.buildingcert.gr/N4122_2013.pdf

NOTES

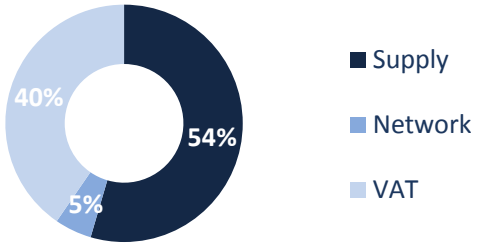
HUNGARY

MARKET SHARE BREAKDOWN[1]:
MVM: 72%
Resellers: 20%
Others: 8%

YEAR OF MARKET OPENING[2]:
2007

REGULATED PRICES FOR HOUSEHOLDS[3]:
Yes

BREAKDOWN OF PRICE

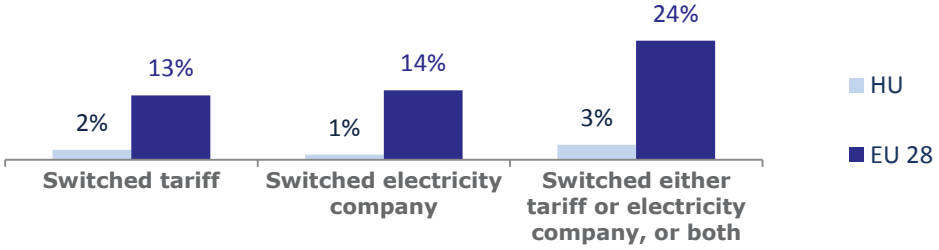


The breakdown shown is for domestic consumers with electricity consumption between 1,000 and 3,500 kWh/year.

Source: National regulator's dataset - Price collection exercise, 2014/15 (Ipsos, London Economics, Deloitte Consortium)

SWITCHING

Consumers who reported having switched **at least once** in the past three years (spring 2012 to spring 2015)



Source: Consumer survey, February-June 2015 (Ipsos, London Economics, Deloitte Consortium)

COMPLAINTS HANDLING & ENFORCEMENT

The main authority in charge of managing consumer problems with electricity is the Hungarian Energy and Public Utility Regulatory Authority, which is the regulator for the whole sector. Due to the provisions of the Act LXXXVI of 2007 on Electricity, there is a split of powers between the Hungarian Energy and Public Utility Regulatory Authority and the Hungarian Authority of Consumer Protection.

In 2015, the Regulator received a total number of 1423 complaints, of which 598 were related to electricity suppliers. 273 complaints were transferred to the competent authorities. In 2014, the Regulator received a total number of 1599 complaints, of which 672 were related to electricity suppliers[4].

VULNERABLE CONSUMERS/ENERGY POVERTY

The notion of vulnerable customer is fixed in the Act LXXXVI of 2007 on Electricity and refers to vulnerable consumers as "protected customers".[5] A protected customer can be classed as such either due to his/her social situation or disability. To obtain the status of a protected customer due to social circumstances, the person needs to be:

- Receiving old age pension;
- Entitled to receive social security benefits;
- Receiving housing benefits;
- Receiving long term care benefits;
- Receiving regular child protection benefits;
- A foster parent; or
- In the national programme aiding those who cannot fulfil their obligations from residential loans.

To obtain the status of a protected customer due to disability, the person needs to either:

- Receiving social benefits for the blind;
- Receiving social support for the disabled; or
- Being in a state of health or disability where the termination of electricity supply would endanger health or life.

Protected clients benefit from advantages, such as pre-paid meters (installation at charge of the supplier) or payments in instalments, if the protected customer qualifies for the status due to low income.[6] If the consumer qualifies for the status of vulnerable customer due to disability, they have the right to special treatment adapted to this disability, especially when it comes to measuring and metering, issuing and payment of bills. Vulnerable customers with serious or life threatening illnesses who need electricity to assure their continued wellbeing may under no circumstances be disconnected from the electricity supply.[7]

European Commission

MATRIX OF RIGHTS

REGULATORY FRAMEWORK

There are four main items of legislation which govern the Hungarian retail electricity market:

- 2007 Law on Electricity[8];
- 2007 Government Decree on Electricity[9];
- 2014 Government Decree on the detailed rules of contracts between the consumer and the enterprise[10];
- 2008 Government Decree of the certification of the energy performance of buildings[11].

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To choose your supplier and enter into contract with any EU electricity supplier offering services to you	**Act LXXXVI of 273/2007 (X. 19.) Government Decree on Electricity , Annex 1 (X. 19.) 7. § (5)**
To change your energy supplier in an easy and quick way, without extra charges	**Act LXXXVI of 2007 on Electricity, 2nd July 2007, Hungarian Gazette num. 86, 02-07-2007, pp. 6354-6409, Art 59. § (8) and Art 61. § (4)**
To receive clear information on your energy contract before signing, and advance notice if any changes are made to the contract, with the possibility to end the contract if you do not accept the new conditions	**Act LXXXVI of 2007 on Electricity, 2nd July 2007, Hungarian Gazette num. 86, 02-07-2007, pp. 6354-6409 Art. 141**
To withdraw from a new contract within at least seven days* if the contract was concluded outside the supplier's business premises or by distance means of communication (such as Internet or telephone) * 14 days if the Consumer Rights Directive applies	**Government Decree on the detailed rules of contracts between the consumer and the enterprise, 45/2014. (II. 26.), 26th February 2014, Hungarian Gazette, num. 30, 26-02-2014, pp. 2936-2949 20 § (1) 1**
To have access to accurate information on your energy consumption and therefore regulate your energy consumption	**Act LXXXVI of 2007 on Electricity, 2nd July 2007 Hungarian Gazette num. 86, 02-07-2007, pp. 6354-6409, Art. 56/A**
To be properly informed on the benefits of using equipment and vehicles using renewable energy	**Act CLXXXVIII of 2013 on consistent statement of account in public services, 21-11-2013**
To be properly informed on how much energy you use and how to use energy more efficiently	**Act LXXXVI of 2007 on Electricity, 2nd July 2007, Hungarian Gazette num. 86, 02-07-2007, pp. 6354-6409, Art. 3 §(45b) and §(47)**
To receive adequate protection if you are defined as a "vulnerable consumer" by relevant national legislation	**Act LXXXVI of 2007 on Electricity, 2nd July 2007, Hungarian Gazette num. 86, 02-07-2007, pp. 6354-6409, Art. 56/A**
To file a complaint to your energy supplier and, in the event your complaint is not managed to your satisfaction, send your complaint to an independent body for an inexpensive, prompt and fair out-of-court settlement	**Act LXXXVI of 2007 on Electricity, 2nd July 2007, Hungarian Gazette num. 86, 02-07-2007, pp. 6354-6409, Art. 64 and 65**
To receive information about the energy efficiency of the property you wish to buy or rent	**Act LXXXVI of 2007 on Electricity, 2nd July 2007, Hungarian Gazette num. 86, 02-07-2007, pp. 6354-6409, Art. 57 §(5) and §(6)**

European Commission

MAIN BODIES

MAIN BODIES	NAME AND CONTACT DETAILS
Energy Regulator	**Hungarian Energy and Public Utility Regulatory Agency** 1054 Budapest, Bajcsy-Zsilinszky út 52 Tel.: +36 1 459 7777 Fax: +36 1 459 7766 E-mail: mekh@mekh.hu Website: www.mekh.hu
Single Point of Contact	**Hungarian Energy and Public Utility Regulatory Agency**
National authorities responsible for enforcement of consumer protection legislation (horizontal and sectoral specific – energy)	**Hungarian Energy and Public Utility Regulatory Agency** **Hungarian Authority for Consumer Protection** 1088 Budapest, József krt. 6 Website: www.nfh.hu
Bodies with responsibilities relating to competition	**Gazdasági Versenyhivatal (GVH)/Hungarian Competition Authority** 1054 Budapest 5, Alkotmány u. 5. Tel.: +36 1 472 8900 Fax: +36 1 472 8905 Website: www.gvh.hu
Alternative Dispute Resolution Entity	**Energy arbitration court** 1365 Budapest, Pf. 743 Tel.: +36 1 791 3786 Fax: +36 1 459 7769 E-mail: titkarsag@eavb.hu Website: www.eavb.hu
Other relevant bodies and consumer organisations	**National Federation of Associations for Consumer Protection in Hungary** 1012 Budapest, Logodi street 22-24 Tel.: +36 6-30-400-4477, +36 6-30-515-3210 E-mail: feosz@feosz.hu Website: www.feosz.hu

[1] Figures from the 2013 annual report to the Hungarian Parliament of the Hungarian Energy and Public Utility Regulatory Authority (p. 28)
Available at:
http://www.mekh.hu/gcpdocs/96/beszamolok/orszaggyulesi_beszamolo_2013_mekh.pdf

[2] *Refers to legislative and retail market opening.* ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[3] ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[4] Data from the national regulator

[5] Art. 64 and 65, 2007. évi LXXXVI

[6] Art. 64 §(2) and (7), 2007. évi LXXXVI

[7] Art. 64 § (4), 2007. évi LXXXVI

[8] Act LXXXVI. of 2007 on Electricity, num. 86, 02-07-2007, pp. 6354-6409, accessed on 8th January 2016 at: http://net.jogtar.hu/jr/gen/hjegy_doc.cgi?docid=A0700086.TV

[9] 273/2007. (X. 19.) 2007 - Government Decree on Electricity, accessed on 8th January 2016 at: http://net.jogtar.hu/jr/gen/hjegy_doc.cgi?docid=A0700273.KOR

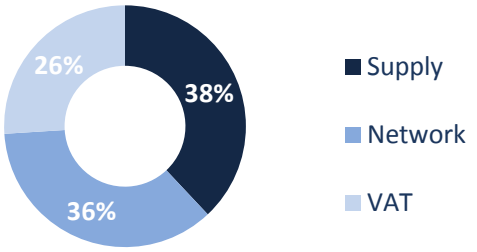
[10] 2014 Government Decree on the detailed rules of contracts between the consumer and the enterprise, 45/2014. (II. 26.), 26th February 2014, Magyar Közlöny, num. 30, 26-02-2014, pp. 2936-2949 (Hungarian), accessed on 8th January 2016 at:
http://net.jogtar.hu/jr/gen/hjegy_doc.cgi?docid=A1400045.KOR

[11] Government Decree of the certification of the energy performance of buildings, accessed on 8th January 2016 at:
http://net.jogtar.hu/jr/gen/hjegy_doc.cgi?docid=A0800176.KOR

NOTES

ICELAND

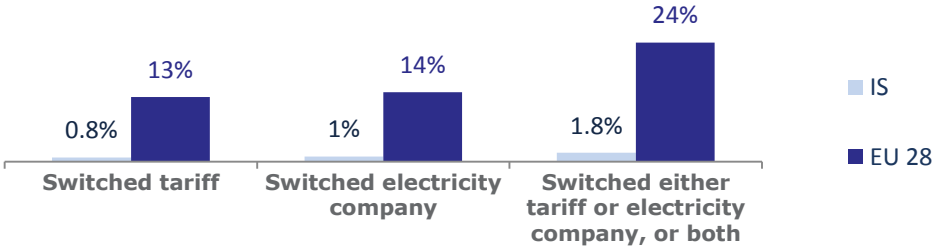
BREAKDOWN OF PRICE



The breakdown shown is for domestic consumers with electricity consumption between 1,000 and 3,500 kWh/year.
Source: National regulator's dataset - Price collection exercise, 2014/15 (Ipsos, London Economics, Deloitte Consortium)

SWITCHING

Consumers who reported having switched **at least once** in the past three years (spring 2012 to spring 2015)



Source: Consumer survey, February-June 2015 (Ipsos, London Economics, Deloitte Consortium)

COMPLAINTS HANDLING & ENFORCEMENT

In case of a complaint regarding any aspect that is publicly managed (e.g. tariff prices for the grid connection), the National Energy Authority (NEA) is the authority that will respond[4]. Any consumer who believes electricity suppliers are violating their consumer rights can consult the NEA. Following an investigation, the NEA can take an administrative decision whether the electricity supplier is breaking the law. If the electricity supplier's operations are not in accordance with the Electricity Act, the NEA can require improvements and impose daily fines until improved. The NEA's administrative decisions may be appealed to the Appeals Committee on Electricity Affairs[5].

VULNERABLE CONSUMERS/ENERGY POVERTY

There is no legislation that includes clauses about energy poor/vulnerable households[6]. There is no social tariff scheme in Iceland and fuel poverty is not a prevalent social issue. In cases where low-income individuals are unable to pay for electricity or heating, their local social services may be in direct contact with the supplier to pay the bill as determined on a case by case basis[7]. There are, however, three subsidy schemes that apply to the end-users of electricity. The total amounts for each scheme are determined by Parliament and administered by the National Energy Authority (NEA) NEA.

In case of non-payment, electricity suppliers can disconnect the electricity supply. In Article 44 of Regulation No. 1050/2004 on exchanges in electricity and metering, the procedure for electricity disconnection is described, e.g. it specifies the time limit prior to disconnection. Some companies extend the stipulated time limit prior to disconnection for vulnerable consumers to give them time to seek consult or assistance from their local welfare services.

Article 1.1 of Act 78/2002 (the Subsidy to Domestic Heating Act) states that public funds should be used to subsidise domestic heating for those who do not have full access to geothermal heating. Article 4 of that same Act states the conditions for subsidy, but does not include energy poor/vulnerable households.

MARKET SHARE BREAKDOWN[1]:
Reykjavik Energy: 37%
HS Orka: 33%
Orkusalan: 17%
Others: 13%

YEAR OF MARKET OPENING[2]:
2006

REGULATED PRICES FOR HOUSEHOLDS[3]:
No

European Commission

MATRIX OF RIGHTS

REGULATORY FRAMEWORK

Although Iceland is not a member of the EU, its membership to both the European Free Trade Agreement (EFTA) and the Economic European Area (EEA) requires the accommodation of EU Directives into its regulatory framework. However, the 3rd Energy Package is not part of the EEA agreement and Iceland does not have an obligation to implement it. Therefore, Directive 2009/72/EC concerning common rules for the internal electricity market has not yet been transposed into national legislation. However, according to the regulator[8], the country has implemented some of its dispositions:

- 78/2002 - Subsidy of Domestic Heating Act[9];
- 65/2003 - Electricity Act[10];
- 87/2003 - NEA Act[11];
- 1050/2004 - Electricity Exchange and Measurement Regulation[12];
- 1040/2005 - Execution of Electricity Act Regulation[13]; and
- 48/2003 - Sale of Goods to Consumers Act[14].

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To choose your supplier and enter into contract with any EU electricity supplier offering services to you	**Regulation 1050/2004, Art. 7 (referred to in Act 65/2003, Art. 20)**
To change your energy supplier in an easy and quick way, without extra charges	**Regulation 1050/2004, Art. 9 (referred to in Act 65/2003, Art. 20)**
To receive clear information on your energy contract before signing, and advance notice if any changes are made to the contract, with the possibility to end the contract if you do not accept the new conditions	**Act 65/2003, Art 20**
To withdraw from a new contract within at least seven days* if the contract was concluded outside the supplier's business premises or by distance means of communication (such as Internet or telephone) * 14 days if the Consumer Rights Directive applies	**Act 48/2003 on the Sale of Goods to Consumers, Chapter VIII**
To have access to accurate information on your energy consumption and therefore regulate your energy consumption	**Regulation 1050/2004, Art. 42 (referred to in Act 65/2003, Art. 20).**
To be properly informed on the benefits of using equipment and vehicles using renewable energy	***No information was found at the time of the study***
To be properly informed on how much energy you use and how to use energy more efficiently	**Regulation 1050/2004, Art 42 (referred to in Act 65/2003, Art. 20)**
To receive adequate protection if you are defined as a "vulnerable consumer" by relevant national legislation	***No information was found at the time of the study***
To file a complaint to your energy supplier and, in the event your complaint is not managed to your satisfaction, send your complaint to an independent body for an inexpensive, prompt and fair out-of-court settlement	**Act 65/2003, Art. 20**
To receive information about the energy efficiency of the property you wish to buy or rent	***No information was found at the time of the study***

European Commission

MAIN BODIES	NAME AND CONTACT DETAILS
Energy Regulator	**Orkustofnun (OS)/National Energy Authority (NEA)** Grensasvegur 9, 108 Reykjavik Tel.: +354 569 6000 Fax: +354 568 8896 E-mail: os@os.is Website: www.orkustofnun.is
Single Point of Contact	*No information was found at the time of the study*
National authorities responsible for enforcement of consumer protection legislation (horizontal and sectoral specific – energy)	**Atvinnuvega- og nýsköpunarráðuneytið/The Ministry of Industries and Innovation** Skulagata 4, 150 Reykjavík Tel.: +354 545 9700 Website: www.atvinnuvegaraduneyti.is
Bodies with responsibilities relating to competition	**Samkeppniseftirlitið/Icelandic Competition Authority** Borgartun 26, 125 Reykjavik Tel.: +354 585 0700 Fax: +354 585 0701 E-mail: samkeppni@samkeppni.is Website: www.samkeppni.is
Alternative Dispute Resolution Entity	**Orkustofnun (OS)/National Energy Authority (NEA)**
Other relevant bodies and consumer organisations	**Neytendasamtökin/The Consumer Association of Iceland** Hverfisgötu 105, 101 Reykjavík E-mail: ns@ns.is Website: www.ns.is

[1] NEA (December 2012), National Report to ACER and to the EC
Available at:
http://www.ceer.eu/portal/page/portal/EER_HOME/EER_PUBLICATIONS/NATIONAL_REPORTS/National_Reporting_2013/NR_En/C13_NR_Iceland-EN.pdf

[2] *The legislation was introduced in 2003, but came into effect 1st January 2005. In 2006, the retail market was being opened for consumers, from that year onwards consumers could switch supplier.* NEA (2011), The report on regulation and the electricity market
Available at:
http://www.ceer.eu/portal/page/portal/EER_HOME/EER_PUBLICATIONS/NATIONAL_REPORTS/National_Reporting_2011/NR_En/C11_NR_Iceland-EN.pdf

[3] ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014 Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[4] Source: Articles 20, 22 to 26, 30 of the Electricity Act

[5] NEA, Electricity Monitoring, accessed in January 2015.
Available at: http://www.orkustofnun.is/raforka/raforkueftirlit/

[6] Stakeholder survey conducted in 2015

[7] NEA (December 2012), National Report to ACER and to the EC
Available at:
http://www.ceer.eu/portal/page/portal/EER_HOME/EER_PUBLICATIONS/NATIONAL_REPORTS/National_Reporting_2013/NR_En/C13_NR_Iceland-EN.pdf

[8] NEA (December 2012), National Report to ACER and to the EC
Available at:
http://www.ceer.eu/portal/page/portal/EER_HOME/EER_PUBLICATIONS/NATIONAL_REPORTS/National_Reporting_2013/NR_En/C13_NR_Iceland-EN.pdf

[9] 78/2002 - Subsidy of Domestic Heating Act, accessed on 10th January 2016
Available at: http://www.althingi.is/lagas/nuna/2002078.html

[10] 65/2003 - Electricity Act, accessed on 10th January 2016
Available at: http://www.althingi.is/lagas/140a/2003065.html

[11] 87/2003 - NEA Act, accessed on 10th January 2016
Available at: http://www.nea.is/the-national-energy-authority/about-the-nea/acts-and-regulations/nr/107

[12] 1050/2004 - Electricity Exchange and Measurement Regulation, accessed on 10th January 2016
Available at: http://www.reglugerd.is/reglugerdir/eftir-raduneytum/idnadarraduneyti/nr/7832

[13] 1040/2005 - Execution of Electricity Act Regulation, accessed on 10th January 2016
Available at: http://www.reglugerd.is/reglugerdir/allar/nr/1040-2005

[14] 48/2003 - Sale of Goods to Consumers Act , accessed on 10th January 2016
Available at: http://www.althingi.is/lagas/nuna/2003048.html

NOTES

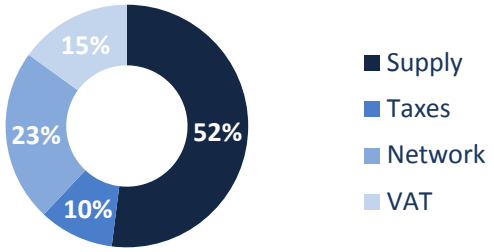
IRELAND

MARKET SHARE BREAKDOWN:
No data available

YEAR OF MARKET OPENING[1]:
2007

REGULATED PRICES FOR HOUSEHOLDS[2]:
No

BREAKDOWN OF PRICE

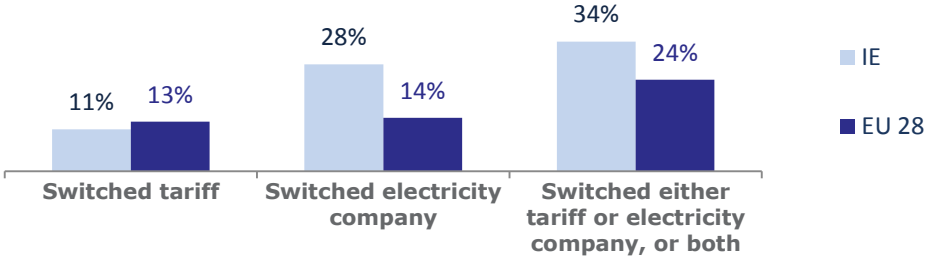


The breakdown shown is for domestic consumers with electricity consumption between 1,000 and 3,500 kWh/year.

Source: National regulator's certified comparison tool and suppliers' websites - Price collection exercise, 2014/15 (Ipsos, London Economics, Deloitte Consortium)

SWITCHING

Consumers who reported having switched **at least once** in the past three years (spring 2012 to spring 2015)[3]



Source: Consumer survey, February-June 2015 (Ipsos, London Economics, Deloitte Consortium)

COMPLAINTS HANDLING & ENFORCEMENT

Consumers seeking information may contact the Commission for Energy Regulation (CER), where the Energy Customers team acts as a single point of contact and dispute resolution service, at no cost. The CER has a statutory responsibility to provide a complaint resolution service to customers with an unresolved dispute with their supplier or network operator. Following investigation, the CER has the power to direct suppliers and network operators to award compensation or to resolve the complaint in a set fashion if the complaint is upheld.

The CER requires all suppliers and network operators who deal with customers to have an internal complaints handling process. This must provide customers with a simple, speedy and efficient complaint resolution process. The process should include timetables for resolution of problems and an escalation procedure should a customer not be happy with the company's initial response to their complaint. This procedure must be published and customers are entitled to receive a copy of this procedure on request. The process must also be publicised.

VULNERABLE CONSUMERS/ENERGY POVERTY

In its 2015 Strategy document, focusing on affordable energy in Ireland, the Department of Communications, Energy and Natural Resources lamented the fact that "current data tools available are insufficient to adequately estimate energy poverty levels in Ireland"[4].

Regarding vulnerability in the energy market, a consumer is defined as vulnerable in legislation Statutory Instrument 463/2011 as "a household customer who is:

(a) critically dependent on electrically powered equipment, which shall include but is not limited to life protecting devices, assistive technologies to support independent living and medical equipment, or

(b) particularly vulnerable to disconnection during winter months for reasons of advanced age or physical, sensory, intellectual or mental health. 'Advancing age is taken to be a person of pensionable age (66 years or above) living alone, with another vulnerable person or with minors."

Customers in category (a) cannot be disconnected for non-payment and customers in category (b) cannot be disconnected in the winter months for non-payment.

At retail supply level, the CER's Electricity and Gas Supplier's Handbook sets out minimum service requirements that suppliers must adhere to in their dealings with energy customers. It comprises of individual Codes of Practice that cover all key areas of the customer-supplier interaction, including billing, disconnections, marketing, vulnerable customers and Pay-As-You-Go meters[5].

The Commission for Energy Regulation has placed strict obligations on suppliers in relation to disconnections for non-payment of account. In line with these obligations, energy suppliers must follow a specific process prior to reaching the point where the customer is disconnected for non-payment of account. This process obligates suppliers, inter alia, to take the customer's ability to pay into account when agreeing payments arrangements and refer customers to recognised third parties (such as money budgeting services or charities) for further support.

European Commission

MATRIX OF RIGHTS

REGULATORY FRAMEWORK

A number of statutory instruments (S.I.) have been approved in order to transpose the EU Directives regulating the retail electricity market. Directive 2012/27/EU on energy efficiency was fully transposed into Irish law with S.I. 426/2014, and with S.I. 131/2014 complementing the work with the transposition of Article 7 and minor additional provisions. Directive 2011/83/EU on consumer rights was fully transposed with S.I. No 484/2013. Directive 2009/72/EC concerning common rules for the internal market in electricity was partially transposed into Irish law with S.I. No. 570/2011.

The list of main legal instruments covering energy consumer rights is as follows:

- S.I. No. 243/2012. European Union (Energy Performance of Buildings) Regulations 2012[6];
- S.I. No. 336/2014. European Communities (Unfair Terms in Consumer Contracts) (Amendment) Regulations 2014[7];
- S.I. No. 426/ 2014. European Union (Energy Efficiency) Regulations 2014[8];
- S.I. No. 131/2014. European Union (Energy Efficiency Obligation Scheme) Regulations 2014[9];
- S.I. No. 463/2011. European Communities (Internal Market in Electricity and Gas) (Consumer Protection) Regulations of 2011[10];
- S.I. No. 570/2011. European Communities (Internal Market in Electricity) (Certification and Designation of the Transmission System Operator) Regulations 2011[11];
- S.I. No. 484/2013. European Union (Consumer Information, Cancellation and Other Rights) Regulations 2013[12];
- S.I. No. 630/2011. European Communities (Internal Market in Natural Gas and Electricity) Regulations 2011[13].

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To choose your supplier and enter into contract with any EU electricity supplier offering services to you	**S.I. No.463/2011 Art. 5(6) (b)**
To change your energy supplier in an easy and quick way, without extra charges	**S.I. No. 463/2011, Art. 5(8)(a), Art. 5(8)(c)**
To receive clear information on your energy contract before signing, and advance notice if any changes are made to the contract, with the possibility to end the contract if you do not accept the new conditions	**S.I. No. 336/2014, Art.3** **S.I. No. 463/2011, Art. 5(1-6)**
To withdraw from a new contract within at least seven days* if the contract was concluded outside the supplier's business premises or by distance means of communication (such as Internet or telephone) * 14 days if the Consumer Rights Directive applies	**S.I. No. 484/2013, Part 4, Art. 15**
To have access to accurate information on your energy consumption and therefore regulate your energy consumption	**S.I. No. 426/2014, Part 4, Art. 6** **S.I. No. 463/2011, Art. 9 – Electricity and gas consumption data**
To be properly informed on the benefits of using equipment and vehicles using renewable energy	**S.I. No. 426/2014, Part 7, Art. 38.1**
To be properly informed on how much energy you use and how to use energy more efficiently	**S.I. No. 426/2014, Part 4, Art. 4, Art. 6, Art. 7**
To receive adequate protection if you are defined as a "vulnerable consumer" by relevant national legislation	**S.I. No. 463/2011, Art. 3, Art. 4(1-2)**
To file a complaint to your energy supplier and, in the event your complaint is not managed to your satisfaction, send your complaint to an independent body for an inexpensive, prompt and fair out-of-court settlement	**S.I. No. 463/2011, Art. 5, Art. 7, Art. 8**
To receive information about the energy efficiency of the property you wish to buy or rent	**S.I. 243/2012, Part 3**

European Commission

MAIN BODIES

MAIN BODIES	NAME AND CONTACT DETAILS
Energy Regulator	**Commission for Energy Regulation (CER)** The Exchange Belgard Square North Tallaght Dublin 24 Tel: +353 1 4000 800 Fax: +353 1 4000 850 Website: www.cer.ie
Single Point of Contact	**Customer Care Team at CER** Tel.: 1890 404 404 E-mail: customercare@cer.ie Website: www.energycustomers.ie
National authorities responsible for enforcement of consumer protection legislation (horizontal and sectoral specific – energy)	**Commission for Energy Regulation (CER)** **Competition and Consumer Protection Commission** PO Box 12585 Dublin 1 Tel: +353 1 402 5500 /1890 432 432 Fax: +353 1 402 5501 Website: www.ccpc.ie
Bodies with responsibilities relating to competition	**Competition and Consumer Protection Commission**
Alternative Dispute Resolution Entity	**Commission for Energy Regulation (CER)**
Other relevant bodies and consumer organisations	**Competition and Consumer Protection Commission** **Consumers Association of Ireland (CAI)** Fitzwilliam Business Centre 26 Upper Pembroke Street Dublin 2 Tel.: +353 1 637 3961 E-mail: cai@thecai.ie Website: www.thecai.ie **Money Advisory Bureau** *Office for each county listed on their website* Tel.: +353 761 07 2000 E-mail: helpline@mabs.ie Website: www.mabs.ie **The National Advocacy Service for People with Disabilities** National Office, C/O Citizens Information Board George's Quay House 43 Townsend Street Dublin 2 Tel.: +353 761 07 3000 E-mail: nda@nda.ie Website: www.nda.ie

[1] *Legislative market opening: 2005. The retail market for consumers opened in 2007.* ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[2] ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[3] The national regulator (CER) commented that the switching rates measured in the consumer survey differ from those observed in the CER consumer survey conducted in 2015. Although it should be noted that the rates calculated by CER are based on a different definition and use a different reference period. According to CER, among customers surveyed, the switching rate during the previous twelve months for the domestic electricity market decreased from 2014, returning to 12%.
Available at:
http://www.cer.ie/docs/001036/CER15122%20CER%20Consumer%20Report.pdf

[4] Department of Communications Energy and Natural Resources (2015). Towards a New Affordable Energy Strategy for Ireland, p. 6
Available at: http://www.dcenr.gov.ie/energy/en-ie/Pages/Consultation/Towards%20a%20new%20Affordable%20Energy%20Strategy%20for%20Ireland.aspx

[5] Stakeholder survey conducted in 2015; CER's Electricity and Gas Supplier's Handbook
Available at: http://www.cer.ie/docs/000484/cer12081.pdf

[6] S.I. No. 243/2012. European Union (Energy Performance of Buildings) Regulations 2012, accessed in February 2015
Available at: http://www.seai.ie/Your_Building/BER/EPBD/SI_243_of_2012_EPBD.pdf

[7] S.I. No. 336/2014. European Communities (Unfair Terms in Consumer Contracts) (Amendment) Regulations 2014, accessed in February 2015
Available at: http://www.irishstatutebook.ie/2014/en/si/0336.html

[8] S.I. No. 426/2014. European Union (Energy Efficiency) Regulations 2014, accessed in February 2015
Available at: http://www.irishstatutebook.ie/pdf/2014/en.si.2014.0426.pdf

[9] S.I. No. 131/2014. European Union (Energy Efficiency Obligation Scheme) Regulations 2014, accessed in January 2015
Available at: http://www.irishstatutebook.ie/eli/2014/si/131

[10] S.I. No. 463/2011. European Communities (Internal Market in Electricity and Gas) (Consumer Protection) Regulations of 2011, accessed in January 2015
Available at: http://www.irishstatutebook.ie/2011/en/si/0463.html

[11] S.I. No. 570/2011. European Communities (Internal Market in Electricity) (Certification and Designation of the Transmission System Operator) Regulations 2011, accessed in January 2015
Available at: http://www.irishstatutebook.ie/eli/2011/si/570

[12] S.I. No. 484/2013. European Union (Consumer Information, Cancellation and Other Rights) Regulations 2013, accessed in February 2015
Available at: http://www.irishstatutebook.ie/2013/en/si/0484.html

[13] S.I. No.630/2011. European Communities (Internal Market in Natural Gas and Electricity) Regulations 2011. , accessed in February 2015
Available at: http://www.irishstatutebook.ie/eli/2011/si/630/made/en/print

NOTES

ITALY

MARKET SHARE BREAKDOWN[1]:

Enel: 76%
Edison: 3%
Eni: 3%
Others: 18%

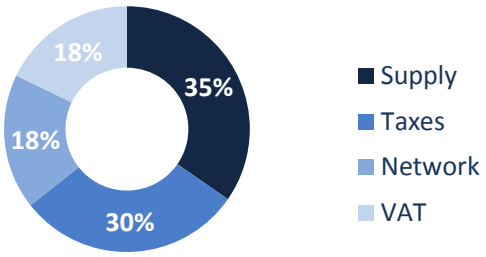
YEAR OF MARKET OPENING[2]:

2005

REGULATED PRICES FOR HOUSEHOLDS[3]:

No

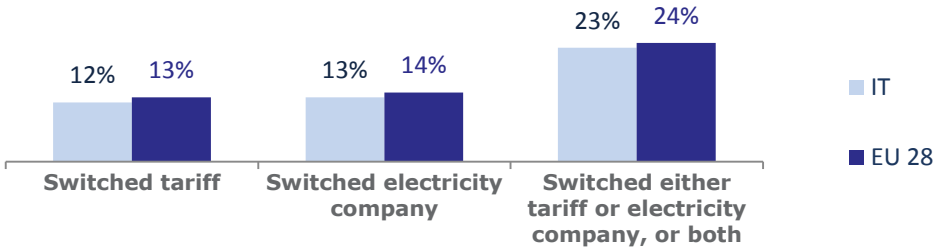
BREAKDOWN OF PRICE



The breakdown shown is for domestic consumers with electricity consumption between 1,000 and 3,500 kWh/year.
Source: National regulator's dataset - Price collection exercise, 2014/15 (Ipsos, London Economics, Deloitte Consortium)

SWITCHING

Consumers who reported having switched **at least once** in the past three years (spring 2012 to spring 2015)



Source: Consumer survey, February-June 2015 (Ipsos, London Economics, Deloitte Consortium)

COMPLAINTS HANDLING & ENFORCEMENT

The regulator's website offers a link that guides the consumer in presenting a complaint, provides the relevant forms to submit, and indicates the addresses to forward the complaint to. This service is available for final costumers, prosumers and consumer associations[4].

The Energy Customer Conciliation Service is the extra-judicial dispute resolution procedure established by the regulator in 2013, which is mainly focused on small claims. The service is in line with Directive 2013/11/EU on consumer ADR and is recognised as a European ADR entity. The Energy Customer Conciliation Service is a second step in the complaint process (i.e. the customer must first try to solve the problem directly with the provider). The conciliator is impartial (a third party with specific mediation and energy sector competencies) and brings the parties together to help them to find a solution. The entire procedure takes place online. The Energy Customer Conciliation Service is universal, both in terms of the type of consumers that can avail of it (both domestic and non-domestic) and the variety of topics that can be covered (the only topics that cannot be treated and require additional expertise are fiscal ones)[5]. By December 2015, there was an 84% success rate with the achievement of 1,467 agreements. In line with the evidence shown by the helpdesk, the most requested topics dealt with by the Energy Customer Conciliation Service were related to billing (72% of cases)[6].

Other extra-judicial dispute resolution procedures for energy customers are based on the "paritetico" model. These procedures are arranged by consumer organisations and some energy companies. One conciliator acts on behalf of the consumer association and the other one acts on behalf of the energy company. They take place online or vis-à-vis[7].

VULNERABLE CONSUMERS/ENERGY POVERTY

The Italian market still does not avail of a legally binding definition of energy vulnerability[8]; however, legislative decree 93/11[9] refers to "vulnerable consumers" as including clients involved in public service activities, i.e. public or private structures dedicated to activities of assistance, such as hospitals, rest homes, prisons and schools[10].

Italian decrees establish the "social bonus" (a social support programme) defined by the government for the benefit of electricity households whose annual income does not exceed a certain threshold (set by the law and that takes into account income, assets, the characteristics of a household by number and type etc.). The "social bonus" is an annual discount of the electricity bill (annual amount fixed in the free market or in the enhanced protection regime) that depends on the number of household members[11].

Furthermore, for domestic clients in a condition of either grave social, economic or physical discomfort, the regulator has put in place bonuses and discounts[12].

European Commission

MATRIX OF RIGHTS

REGULATORY FRAMEWORK

The Italian electricity market was liberalised with Legislative Decree 79/99 of 16th March 1999, also known as "Decreto Bersani". List of main legislation conferring energy rights to consumers:

- Legislative Decree 79 of 16th March 1999 – Implementation of Directive 96/92/EC concerning common rules for the internal market in electricity, Official Gazette 75 of 31st March 1999[13];
- Legislative Decree 93 of 1st June 2011 – Implementation of Directives 2009/72/EC, 2009/73/EC and 2008/92/EC concerning common rules for the internal market in electricity, natural gas and concerning a community procedure on the transparency of prices charged to industrial end gas and electricity and repealing Directives 2003/54/EC and 2003/55/EC, Official Gazette 148 of 28th June 2011[14];
- Interministerial Decree 28th December 2007 – Determination of the criteria for the definition of compensation of expenses incurred for the supply of electricity for customers economically disadvantaged and for customers in very poor health, Official Gazette 41 of 18th February 2008[15];
- Law of 3rd August 2007 No. 125 – Conversion into law, with amendments, Decree Law of 18th June 2007 n-73, on urgent measures for the implementation of Community legislation on the liberalisation of energy markets, Journal No Official 188 of 14th August 2007[16];
- Authority for electricity gas and water system (2011). Setting the Quality of Service Transmission, Distribution and Metering of Electricity in the Period of Adjustment 2012-2015[17];
- Authority for electricity gas and water system (2010). Code of Business Conduct for the sale of electricity and natural gas to end customers[18];
- Authority for electricity gas and water system (2008). Resolution of 6th August 2008, ARG/elt 117/08 revised by Authority for electricity gas and water system (2013). Resolution 402/2013/R/com[19];
- Authority for electricity gas and water system (2008). Resolution of 18th November 2008 ARG/com 164/08 Integrated Text of the regulation of the quality of services sales of electricity and natural gas[20].

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To choose your supplier and enter into contract with any EU electricity supplier offering services to you	**D.Lgs. 79/99 Art.9 (1); L. 125/07 Art. 1(2) (3) (4); D.Lgs 93/11 Art. 35(2)**
To change your energy supplier in an easy and quick way, without extra charges	**D.Lgs. 79/99 Art. 9(1)**
To receive clear information on your energy contract before signing, and advance notice if any changes are made to the contract, with the possibility to end the contract if you do not accept the new conditions	**D.Lgs 93/11 Art. 35(3)**
To withdraw from a new contract within at least seven days* if the contract was concluded outside the supplier's business premises or by distance means of communication (such as Internet or telephone) * 14 days if the Consumer Rights Directive applies	**Information: D.Lgs 93/11 Art. 35(3); Code of Conduct, Art. 3(1), Art. 5, Art. 6, Art. 7, Art. 9, Art. 10, Art. 11. End contract: Code of Conduct, Art. 12, Art. 13**
To have access to accurate information on your energy consumption and therefore regulate your energy consumption	**Code of Conduct, Art. 12.4 provides a timeframe of fourteen days to withdraw from a new contract**
To be properly informed on the benefits of using equipment and vehicles using renewable energy	**D.Lgs 93/11 Art. 43(2); L 125/07 Art. 1(6)**
To be properly informed on how much energy you use and how to use energy more efficiently	**L 125/07 Art. 1(5)**
To receive adequate protection if you are defined as a "vulnerable consumer" by relevant national legislation	**L 125/07 Art. 1(5) legislates on the second part of the right**
To file a complaint to your energy supplier and, in the event your complaint is not managed to your satisfaction, send your complaint to an independent body for an inexpensive, prompt and fair out-of-court settlement	**L 266/05, art.1, comma 375 Interministerial Decree 28 December 2007 Resolution ARG/elt 117/08 revised by resolution 402/2013/R/com**
To receive information about the energy efficiency of the property you wish to buy or rent	**National rules on property energy labelling**

European Commission

MAIN BODIES

MAIN BODIES	NAME AND CONTACT DETAILS
Energy Regulator	**Autorità per l'energia elettrica il gas e il sistema idrico (AEEGSI)/Italian Regulatory Authority for Electricity Gas and Water** Piazza Cavour 5 - 20121 Milano Tel.: +39 2655651 Fax: +39 265565266 Website: www.autorita.energia.it
Single Point of Contact	**Sportello per il consumatore di energia/Helpdesk for energy consumers** Tel.: 800 166 654 E-mail: info.sportello@acquirenteunico.it Website: www.sportelloperilconsumatore.it
National authorities responsible for enforcement of consumer protection legislation (horizontal and sectoral specific – energy)	**Ministero dello Sviluppo Economico/Ministry of Economic Development** Via Molise 2 - 00187 Rome Tel.: +39 647051 E-mail: segreteria.ministro@mise.gov.it Website: www.sviluppoeconomico.gov.it
Bodies with responsibilities relating to competition	**Autorità Garante della Concorrenza e del Mercato/Italian Competition Authority** Piazza G. Verdi 6/A - 00198 Roma Tel: +39 6858211 Website: www.agcm.it
Alternative Dispute Resolution Entity	**Servizio Conciliazione Clienti Energia/Energy Customers Conciliation Service** Tel.: 800 166 654 E-mail: servizioconciliazione@acquirenteunico.it Website: www.conciliazione.energia.it
Other relevant bodies and consumer organisations	**Il Consiglio Nazionale dei Consumatori e degli Utenti (CNCU)/National Council for Consumers and Users** Tel.: +39 647055426 Website: www.tuttoconsumatori.org **Adiconsum** Viale degli Ammiragli 91 - 00136 Roma E-mail: adiconsum@pcert.postecert.it Website: www.adiconsum.it **Altroconsumo** Tel.: +39 266890324 E-mail: redazione@sviluppo.iteasy.eu Website: www.consumatoridirittimercato.it **Adoc** Via Chiana 87 - 00198 Roma Tel.: +39 645420928 E-mail: info@adocnazionale.it Website: www.adocnazionale.it **Associazione Consumatori Utenti** via Padre Luigi Monti 20/c - 20162 Milano Tel.: +39 26615411 E-mail:segnalazioni@associazioneacu.org Website: www.associazioneacu.org **Assoconsum** Via Lombardia 30 scala B int. 2 - 00187 Roma Tel.: +39 697611916 E-mail: assoconsum@gmail.com Website: www.asso-consum.it

MAIN BODIES	NAME AND CONTACT DETAILS
Other relevant bodies and consumer organisations (Cont.)	**Assoutenti** Vicolo Orbitelli 10 - 00186 Roma Tel.: +39 66833617 Fax: +39 66867434 Website: www.assoutenti.it **Casa del Consumatore** Via Bobbio 6 - 20144 Milano Tel.: +39 276316809 E-mail: info@casadelconsumatore.it Website: www.casadelconsumatore.it **Centro Tutela Consumatori Utenti (CTCU)** via Dodiciville 2 - 39100 Bolzano Tel.: +39 471975597 Fax: +39 471979914 Website: www.centroconsumatori.it **Cittadinanzattiva** Via Cereate 6 - 00183 Roma Tel.: +39 6367181 Website: www.cittadinanzattiva.it **Codici** Viale Guglielmo Marconi 94 - 00146 Roma Tel.: +39 655301808 Website: www.codici.org **Confconsumatori** via Mazzini 43 – 43121 Parma Tel.: +39 521231846 Website: www.confconsumatori.it **Federconsumatori** via Palestro 11 - 00185 ROMA Tel.: +39 642020759/63 E-mail: federconsumatori@federconsumatori.it Website: www.federconsumatori.it **Lega Consumatori** Via Orchidee 4/a - 20147 Milano Tel.: +39 248303659 E-mail: utenza@legaconsumatori.it Website: www.legaconsumatori.it **Movimento Consumatori** via Piemonte 39/A - 00187 Roma Codice Fiscale 97045640154 Tel.: +39 64880053 Website: www.movimentoconsumatori.it **Movimento Difesa del Cittadino** Viale Carlo Felice 103 - 00185 Roma Tel.: +39 64881891 E-mail: info@mdc.it Website: www.difesadelcittadino.it **U.Di.Con** Via Santa Croce in Gerusalemme 83/B - 00185 Roma Tel.: +39 677250783 E-mail: info@udicon.org Website: www.udicon.org **Unione Nazionale Consumatori** Duilio 13 - 00192 Roma Tel.: +39 632600239 E-mail: info@consumatori.it Website: www.consumatori.it

[1] AEEGSI (2014). Relazione annuale all'Agenzia Internazionale fra i Regolatori Nazionali e alla Commissione Europea sull'attività svolta e i compiti dell'autorità per l'energia elettrica il gas e il sistema idrico, p.64
Available at: http://www.autorita.energia.it/it/docs/14/406-14.htm

[2] *Legislative market opening: 2007. The retail market for consumers opened in 2005.* ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[3] ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[4] AEEGSI (2012). Relazione annuale all'Agenzia Internazionale fra i Regolatori Nazionali e alla Commissione Europea sull'attività svolta e i compiti dell'autorità per l'energia elettrica il gas e il sistema idrico, p.58
Available at: http://www.autorita.energia.it/allegati/relaz_ann/12/annualreport_12.pdf

[5] AEEGSI (2014). Relazione annuale all'Agenzia Internazionale fra i Regolatori Nazionali e alla Commissione Europea sull'attività svolta e i compiti dell'autorità per l'energia elettrica il gas e il sistema idrico, p.166
Available at: http://www.autorita.energia.it/it/docs/14/406-14.htm

[6] Website of Servizio Conciliazione clienti energia (AEEGSI), accessed on 20th January 2016
Available at: http://www.autorita.energia.it/it/consumatori/conciliazione.htm

[7] Website of AEEGSI, accessed on 20th January 2016
Available at: http://www.autorita.energia.it/it/schede/C/faq-concpar.htm

[8] Faiella, I. and Lavecchia, L. (2014). 'La povertà energetica in Italia', Banca d'Italia – Questioni di Economia e Finanza, p.7
Available at: https://www.bancaditalia.it/pubblicazioni/qef/2014-0240/QEF_240.pdf

[9] AEEGSI (2014). Relazione Annuale sullo Stato dei Servizi e sull'Attività Svolta, Vol. II, p.117.
Available at: http://www.autorita.energia.it/it/relaz_ann/14/14.htm

[10] Insight Energy (May 2015), Energy poverty and vulnerable consumers in the energy sector across the EU: analysis of policies and measures
Available at:
https://ec.europa.eu/energy/sites/ener/files/documents/INSIGHT_E_Energy%20Poverty%20-%20Main%20Report_FINAL.pdf
This report does not give a formal definition, but refers to Italy having several measures aimed at protecting customers. These are given as "vulnerable household customers, utilities, activities relating to *public service*, including hospitals, nursing homes and rest, prisons, schools and other public and private facilities that perform an activity recognised of public service as well as household customers that require electricity-powered life-support equipment with severe health problems".

[11] Insight Energy (May 2015), Energy poverty and vulnerable consumers in the energy sector across the EU: analysis of policies and measures
Available at:
https://ec.europa.eu/energy/sites/ener/files/documents/INSIGHT_E_Energy%20Poverty%20-%20Main%20Report_FINAL.pdf

[12] AEEGSI (2013). Relazione annuale all'Agenzia Internazionale fra i Regolatori Nazionali e alla Commissione Europea sull'attività svolta e i compiti dell'autorità per l'energia elettrica il gas e il sistema idrico, p.135.
Available at: http://www.autorita.energia.it/allegati/docs/13/345-13.pdf

[13] Legislative Decree 79 of 16th March 1999 – Implementation of Directive 96/92/EC concerning common rules for the internal market in electricity, Official Gazette 75 of 31st March 1999, accessed on 8th January 2015
Available at: http://parlamento.camera.it/decreti_legislativi/12/documentotesto.asp

NOTES

[14] Legislative Decree 93 of 1st June 2011 - Implementation of Directives 2009/72/EC, 2009/73/EC and 2008/92/EC concerning common rules for the internal market in electricity, natural gas and concerning a community procedure on the transparency of prices charged to industrial end gas and electricity and repealing Directives 2003/54/EC and 2003/55/EC', Official Gazette 148 of 28th June 28 2011, accessed on 8th January 2015
Available at: http://parlamento.camera.it/decreti_legislativi/12/documentotesto.asp

[15] Interministerial Decree of 28th December 2008 – Determination of the criteria for the definition of compensation of expenses incurred for the supply of electricity for customers economically disadvantaged and for customers in very poor health, Official Gazette 41 of 18th February 2008, accessed on 15th February 2015
Available at: http://www.autorita.energia.it/it/docs/riferimenti/071228_decretomse.htm

[16] Law of 3rd August 2007 No. 125 - Conversion into law, with amendments, Decree-Law 18th June 2007 n-73, on urgent measures for the implementation of Community legislation on the liberalization of energy markets', Journal No official. 188 of 14th August 2007, accessed on 15th February 2015
Available at: http://www.camera.it/parlam/leggi/07125l.htm

[17] AEEGSI (2011). Setting the Quality of Service Transmission, Distribution and Metering of Electricity in the Period of Adjustment 2012-2015, accessed on 8th January 2015
Available at: http://www.autorita.energia.it/allegati/docs/dc/11/039-11dco.pdf

[18] AEEGSI (2010). Code of Business Conduct for the sale of electricity and natural gas to end customers, accessed on 8th January 2015
Available at: http://www.autorita.energia.it/allegati/docs/10/104-10arg_cococomm_new.pdf

[19] AEEGSI (2008). Resolution of 6th August 2008, ARG/elt 117/08 - Implementing provisions of the compensation scheme of the expenditure for the supply of electricity supported by the domestic customers, as defined under the Interministerial Decree of 28th December 2007. In force until 31st December 2013. Revised by AEEGSI (2013), Resolution 402/2013/R/com. Adoption of the Code for Application of a Compensation Scheme for Low Income Household and Disabled People in the Field of Electricity and natural gas, accessed on 15th February 2015
Available at: http://www.autorita.energia.it/allegati/docs/08/117-08ARG_elt_last.pdf

[20] AEEGSI (2008). Resolution of 18th November 2008 ARG/com 164/08 - Integrated Text of the regulation of the quality of services sales of electricity and natural gas, accessed on 15th February 2015
Available at: http://www.autorita.energia.it/allegati/docs/08/164-08arg.pdf

NOTES

LATVIA

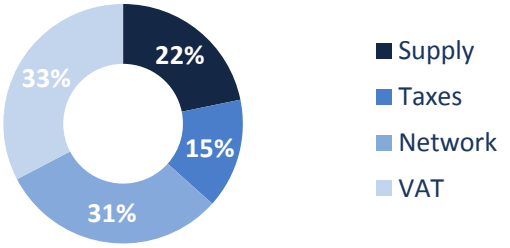
MARKET SHARE BREAKDOWN[1]:

Latvenergo/Elektrum Latvija: 99.5%
Others: 0.5%

YEAR OF MARKET OPENING[2]:
2015

REGULATED PRICES FOR HOUSEHOLDS[3]:
Yes

BREAKDOWN OF PRICE

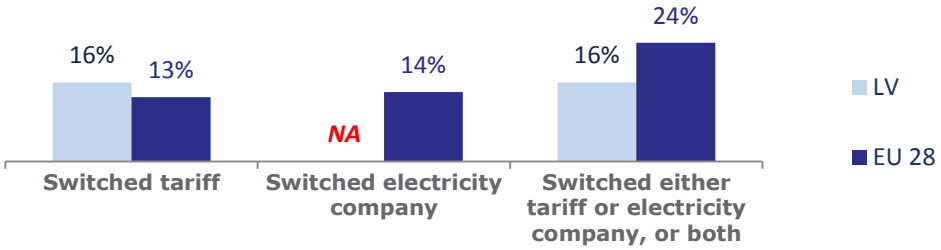


The breakdown shown is for domestic consumers with electricity consumption between 1,000 and 3,500 kWh/year.

Source: National regulator's website - Price collection exercise, 2014/15 (Ipsos, London Economics, Deloitte Consortium)

SWITCHING

Consumers who reported having switched **at least once** in the past three years (spring 2012 to spring 2015)



Source: Consumer survey, February-June 2015 (Ipsos, London Economics, Deloitte Consortium)

COMPLAINTS HANDLING & ENFORCEMENT

There are two main authorities that handle consumer complaints within the electricity market: the Public Utilities Commission (PUC), which is the energy regulator, and the Consumer Rights Protection Centre (CRPC). The PUC is an institutionally and functionally independent and autonomous body that carries out regulation of public services, including energy, in accordance with the Law on Regulators of Public Utilities and special legal acts of the regulated sectors[4]. The CRPC was established by an order of the Cabinet of Ministers of the Republic of Latvia on March 17th 1998[5].

After the first three months of electricity market liberalisation, the Competition Council performed an electricity market evaluation, while the CRPC evaluated electricity supplier offers and contracts for households. The CRPC identified the following discrepancies in electricity contracts[6]:

- Some contracts included provisions for early contract termination;
- Some contracts included a provision of automatic extension of the contract without giving notice to consumers about the end of the contract term;
- Some contracts were disadvantageous for consumer if the electricity supplier were to change the conditions of the contract for the electricity trading period in the first two years;
- Some contracts included provisions which gave very extensive rights to the electricity supplier to unilaterally terminate the contract; and
- Some contracts included provisions limiting the consumer from submitting complaints to the electricity supplier about the electricity bill.

The CRPC also noticed that some electricity suppliers' offers did not include the full information required by the Art. 31 and 33 of the Regulations regarding the Trade and Use of Electricity. For example, clear guidance on how to terminate a contract, information about payment options and procedures, information on submission of electricity meter readings and information about claims evaluation procedures etc. was not included in the offers.

VULNERABLE CONSUMERS/ENERGY POVERTY

The concept of "protected consumer" is defined in Art. 33 of the Electricity Market Law[7] and it provides benefits for certain groups in society:

- Low-income families or persons;
- Large families; and
- Families who care for a disabled child or a person with a disability.

According to the law, "low-income families or persons" classify for assistance if they have an average family income below a certain threshold for the last three months[8]. The status of low-income or poor families can be obtained at the municipal social service, which will later provide this status information to the electricity supplier. A "large family" classifies as such if there are three or more dependent children under the age of 24.

According to Art. 33[1] of the Electricity Market Law[9], the Ministry of Economics shall determine the electricity supplier for the protected customer based on the lowest co-funding from the state budget and a contract signed for two years.

European Commission

MATRIX OF RIGHTS

REGULATORY FRAMEWORK

The Electricity Market Law adopted on 5th May 2005 was modified on 17th December 2014. This law contains information on electricity production, transmission of electricity, distribution of electricity, trade of electricity as a free circulation commodity and the provision of services necessary for the trade thereof. Although the Electricity Market Law regulates only the electricity market, there is another law, namely the Energy Law, which regulates specific energy sectors such as the electricity, gas and thermal energy as well as the energy sector as a whole. Legislative acts relevant for the electricity market are:

- Electricity Market Law[10];
- Energy Law[11];
- Subsidized Electricity Tax Law[12];
- Packaging Classification and Marking Regulations[13];
- Regulations regarding the Trade and Use of Electricity[14];
- Electricity Tax Law[15];
- Energy End-use Efficiency Law[16].

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To choose your supplier and enter into contract with any EU electricity supplier offering services to you	**Art. 2, 3° of the Electricity Market Law**
To change your energy supplier in an easy and quick way, without extra charges	**Art. 35, 1° of the Electricity Market Law**
To receive clear information on your energy contract before signing, and advance notice if any changes are made to the contract, with the possibility to end the contract if you do not accept the new conditions	**Art. 22, 23 and 31 of the Regulations Regarding the Trade and Use of Electricity**
To withdraw from a new contract within at least seven days* if the contract was concluded outside the supplier's business premises or by distance means of communication (such as Internet or telephone) * 14 days if the Consumer Rights Directive applies	**Art. 32.8 of the Regulations Regarding the Trade and Use of Electricity**
To have access to accurate information on your energy consumption and therefore regulate your energy consumption	**Art. 106 of the Regulations Regarding the Trade and Use of Electricity**
To be properly informed on the benefits of using equipment and vehicles using renewable energy	**Packaging Classification and Marking Regulations**
To be properly informed on how much energy you use and how to use energy more efficiently	**Art. 16, 1° of the Energy End-use Efficiency Law**
To receive adequate protection if you are defined as a "vulnerable consumer" by relevant national legislation	**Art. 33[1] of the Electricity Market Law**
To file a complaint to your energy supplier and, in the event your complaint is not managed to your satisfaction, send your complaint to an independent body for an inexpensive, prompt and fair out-of-court settlement	**Art. 32, 7° of the Regulations Regarding the Trade and Use of Electricity** **Art. 5, 3° of Electricity Market Law**
To receive information about the energy efficiency of the property you wish to buy or rent	***No information was found at the time of the study***

European Commission

MAIN BODIES

MAIN BODIES	NAME AND CONTACT DETAILS
Energy Regulator	**Sabiedrisko pakalpojumu regulēšanas komisija/Public Utilities Commission** Unijas Str. 45 Riga, LV-1039 Tel.: +371 67097200 Fax: +371 67097277 E-Mail: sprk@sprk.gov.lv Website: www.sprk.gov.lv
Single Point of Contact	**www.latvija.lv** (the single state and local government portal)
National authorities responsible for enforcement of consumer protection legislation (horizontal and sectoral specific – energy)	**Patērētāju tiesību aizsardzības centrs/Consumer Rights Protection Centre** Brivibas Str. 55 Riga, LV-1010 Tel.: +371 65452554 Fax: +371 67388634 E-mail: ptac@ptac.gov.lv Website: www.ptac.gov.lv
Bodies with responsibilities relating to competition	**Konkurences padome/Competition Council** Brivibas Str. 55 Riga, LV-1010 Tel.: +371 67282865 Fax: +371 67242141 E-mail: konkurence@kp.gov.lv Website: www.kp.gov.lv
Alternative Dispute Resolution Entity	The Consumer Rights Protection Centre and the Public Utilities Commission deal with dispute settlement. There is no separate body with ombudsman services.
Other relevant bodies and consumer organisations	**Latvijas Patērētāju interešu aizstāvības asociācija/Latvian National Association for Consumer Protection** Brivibas Str. 55-431 Riga, LV-1519 Tel.: +371 67296884 E-mail: info@pateretajs.lv Website: www.pateretajs.lv

European Commission

[1] 220 Energija SIA. Elektroenerģijas tirgotāju nomainījušas vien 0,5% mājsaimniecību, accessed in May 2015
Available at: http://220energija.lv/elektroenergijas-tirgotaju-nomainijusas-vien-05-majsaimniecibu/

[2] *Legislative market opening: 2007. The retail market for consumers opened in 2015.* ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[3] ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[4] Public Utilities Commission. Mission, Objective and Functions, accessed in May 2015
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[5] Consumer Rights Protection Centre. Functions, accessed in May 2015
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[6] Competition Council. KP un PTAC secinājumi par elektronerģijas tirgus atvēršanu, accessed in May 2015
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[7] Saeima (2015). Electricity Market Law
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[8] Cabinet of Ministers (2010). Regulations Regarding the Recognition of a Family or Person Living Separately as Needy
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[9] Saeima (2015). Electricity Market Law
Available at: http://likumi.lv/doc.php?id=108834%20

[10] Saeima (2015). Electricity Market Law
Available at: http://likumi.lv/doc.php?id=108834%20

[11] Saeima (2015). Energy Law
Available at: http://likumi.lv/doc.php?id=49833

[12] Saeima (2014). Subsidized Electricity Tax Law
Available at: http://likumi.lv/doc.php?id=262304

[13] Saeima (2015). Packaging Classification and Marking Regulations.
Available at http://likumi.lv/doc.php?id=60915

[14] Cabinet of Ministers (2014). Regulations regarding the Trade and Use of Electricity
Available at: http://likumi.lv/doc.php?id=263945

[15] Saeima (2014). Electricity Tax Law
Available at: http://likumi.lv/doc.php?id=150692

[16] Saeima (2014). Energy End-use Efficiency Law
Available at: http://likumi.lv/doc.php?id=205247

NOTES

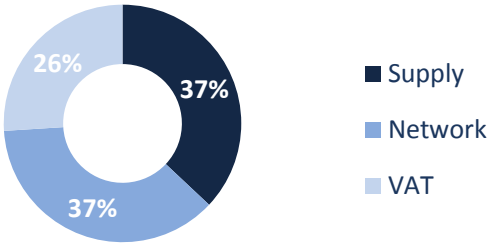
LITHUANIA

MARKET SHARE BREAKDOWN: No data available

YEAR OF MARKET OPENING[1]: 2015

REGULATED PRICES FOR HOUSEHOLDS[2]: Yes

BREAKDOWN OF PRICE

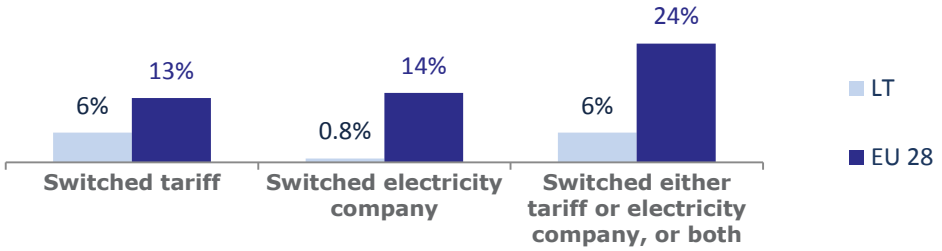


The breakdown shown is for domestic consumers with electricity consumption between 1,000 and 3,500 kWh/year.

Source: National regulator's dataset - Price collection exercise, 2014/15 (Ipsos, London Economics, Deloitte Consortium)

SWITCHING

Consumers who reported having switched **at least once** in the past three years (spring 2012 to spring 2015)



Source: Consumer survey, February-June 2015 (Ipsos, London Economics, Deloitte Consortium)

COMPLAINTS HANDLING & ENFORCEMENT

The National Commission for Energy Control and Prices (NCC) is an independent national regulatory authority responsible for regulating the activities of entities in the field of energy. The NCC is also responsible for carrying out the overall supervision of the state energy sector. The NCC's mission is to ensure the quality and availability of energy services to consumers, creating equal conditions for all market participants. It also supervises issues of corruption prevention and examination of consumer complaints in the electricity and natural gas markets[3].

The Law on Electricity allows the NCC to hold a preliminary extra-judicial hearing of complaints concerning:

- acts or omissions of energy enterprises in supply, distribution, transmission, storing of energy;
- failure to grant a right to use networks and systems;
- connection issues;
- balancing of energy supply flows; and
- application of prices and tariffs[4].

VULNERABLE CONSUMERS/ENERGY POVERTY

According to the regulator's annual report[5] to the European Commission, the Government of the Republic of Lithuania issued Resolution No. 527 as of 27th May 2015, which confirmed the description of the "Procedure of Applying Additional Guarantees to Socially Vulnerable Electricity Consumers". According to the document, vulnerable consumers are household consumers or their household members who receive monetary social support according to the procedure stipulated in the Law on Monetary Social Support for Deprived People of the Republic of Lithuania.

European Commission

MATRIX OF RIGHTS

REGULATORY FRAMEWORK

Energy consumer rights in Lithuania are principally covered by the following laws and rules:

- Law on Energy of the Republic of Lithuania No. IX-884[6];
- Law on Electricity of the Republic of Lithuania, 20th July 2000, No. VIII-1881 (as last amended on 19th March 2009, No. XI – 198)[7];
- Law on Natural Gas of the Republic of Lithuania (Official Gazette, 2000, No. 89-2743; 2011, No. 87-4186)[8];
- Law on Heat Sector of the Republic of Lithuania (Official Gazette, 2003, No. 51-2254; 2007, No. 130-5259)[9];
- Law on Energy from Renewable Sources of the Republic of Lithuania No. XI-1375[10];
- Law on Consumer Protection of the Republic of Lithuania No. I-657[11];
- Legal Act, Resolution No. 527 of 27th May 2015 on additional guarantees for socially vulnerable electricity consumers[12];
- Rules for Supply and Consumption of Electricity, adopted by Order No. 1-38 of the Lithuanian Minister for Energy of 11th February 2010[13];
- Civil Code[14].

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To choose your supplier and enter into contract with any EU electricity supplier offering services to you	**Law on Electricity of the Republic of Lithuania No. VIII-1881. Articles 49 and 31**
To change your energy supplier in an easy and quick way, without extra charges	**Law on Electricity of the Republic of Lithuania No. VIII-1881. Articles 49 and 31**
To receive clear information on your energy contract before signing, and advance notice if any changes are made to the contract, with the possibility to end the contract if you do not accept the new conditions	**Law on Electricity of the Republic of Lithuania No. VIII-1881. Article 31**
To withdraw from a new contract within at least seven days* if the contract was concluded outside the supplier's business premises or by distance means of communication (such as Internet or telephone) * May be longer if the Consumer Rights Directive applies	**Civil Code, Art. 6.228, 1**
To have access to accurate information on your energy consumption and therefore regulate your energy consumption	**Law on Energy of the Republic of Lithuania No. IX-884** **Law on Electricity of the Republic of Lithuania No. VIII-1881. Article 31**
To be properly informed on the benefits of using equipment and vehicles using renewable energy	**Law on Energy from Renewable Sources of the Republic of Lithuania No. XI-1375** **Rules for Supply and Consumption of Electricity, adopted by Order No. 1-38 of the Lithuanian Minister for Energy of 11nd February 2010**
To be properly informed on how much energy you use and how to use energy more efficiently	***No information was found at the time of the study***
To receive adequate protection if you are defined as a "vulnerable consumer" by relevant national legislation	**Law on Electricity of the Republic of Lithuania No. VIII-1881. Article 49**
To file a complaint to your energy supplier and, in the event your complaint is not managed to your satisfaction, send your complaint to an independent body for an inexpensive, prompt and fair out-of-court settlement	**Law on Energy of the Republic of Lithuania No. IX-884** **Law on Electricity of the Republic of Lithuania No. VIII-1881. Article 78**
To receive information about the energy efficiency of the property you wish to buy or rent	***No information was found at the time of the study***

European Commission

MAIN BODIES

MAIN BODIES	NAME AND CONTACT DETAILS
Energy Regulator	**Valstybinė kainų ir energetikos kontrolės komisija/National Commission for Energy Control and Prices** Verkių str. 25C-1, 08223 Vilnius Tel.: +370 800 20500 Fax: +370 5 213 5270 E-mail: rastine@regula.lt Website: www.regula.lt/Puslapiai/
Single Point of Contact	**Valstybinė kainų ir energetikos kontrolės komisija/National Commission for Energy Control and Prices**
National authorities responsible for enforcement of consumer protection legislation (horizontal and sectoral specific – energy)	**Valstybinė vartotojų teisių apsaugos tarnyba/State Consumer Rights Protection Authority** Vilniaus str. 25, 01119 Vilnius Tel.: +370 5 262 6751 Fax: +370 5 279 1466 E-mail: tarnyba@nvtat.lt Website: www.vartotojoteises.lt
Bodies with responsibilities relating to competition	**Konkurencijos taryba/Competition Council** Jogailos str. 14, 01116 Vilnius Tel.: +370 5 262 7797 Fax: +370 5 212 6492 E-mail: taryba@kt.gov.lt Website: kt.gov.lt
Alternative Dispute Resolution Entity	**Valstybinė kainų ir energetikos kontrolės komisija/National Commission for Energy Control and Prices**
Other relevant bodies and consumer organisations	**Antimonopolinis Lietuvos piliečių sąjūdis/Anti-monopoly Lithuanian Citizens Movement** Aušros Vartų str. 20-13, 02100 Vilnius Tel. +370 5 2122905 E-mail: odizap@gmail.com **Buitinių vartotojų sąjunga/Domestic Consumers Union** Žirmūnų str. 104-106, 09121 Vilnius Tel.: +370 5 2764865, +370 6 8665887 E-mail: antanas1940@gmail.com **Lietuvos gyventojų patarėjų sąjunga/Lithuanian Citizens Advice Union** Gedimino avenue 24-9, 01103 Vilnius Tel.: +370 869 916816 E-mail: senkusli@gmail.com **Lietuvos komunalinių paslaugų vartotojų asociacija/Lithuanian utilities Consumers Association** Tel.: +370 611 46066 E-mail: info@kpva.lt **Lietuvos vartotojų asociacija/Lithuanian Consumers Association** Jogailos str. 5–1, 01116 Vilnius Tel.: +370 5 2619065, +370 654 01913 E-mail:topmas@centras.lt **Lietuvos vartotojų institutas/Lithuanian Consumer Institute** S. Konarskio str. 49, 01323 Vilnius Tel.: +370 5 2310711 E-mail: info@vartotojai.lt Website www.vartotojai.lt **Lietuvos vartotojų organizacijų aljansas/Alliance of Lithuanian Consumers** S.Stanevičiaus str. 19-40, 07133 Vilnius E-mail: e.kybartiene@consumer.lt

European Commission

MAIN BODIES	NAME AND CONTACT DETAILS
Other relevant bodies and consumer organisations (cont.)	**Lietuvos vartotojų reikalų taryba/Lithuanian Consumers Affairs Council** Stiklių str. 8, 01131 Vilnius Tel.: +370 686 25661 E-mail: vartotojutaryba@gmail.com Website www.vartotojai.eu **(Lietuvos vartotojų sąjunga/Lithuanian Consumers Union** Savanorių avenue 352-303, 3042 Kaunas Tel.: +370 37 308586 E-mail: lvs@takas.lt **Mažeikių vartotojų asociacija/Mažeikiai Consumers Association** Ventos str. 19–41, 89111 Mažeikiai Tel.: +370 682 43301 E-mail: rimkiene.lina@gmail.com **Nacionalinė dujų, elektros ir šilumos vartotojų gynimo lyga/National League for Protection of Consumers of Gas, Electricity and Heating** Gynėjų str. 4-320, 01109 Vilnius Tel.: +370 652 98381 E-mail: kegrin@lrs.lt **Respublikiniai būsto valdymo ir priežiūros rūmai/Republican house administration and maintenance palace** Stiklių str. 8, 01141 Vilnius Tel.: +370 5 2611003, +370 673 85290 E-mail: info@bustorumai.lt Website: www.bustorumai.lt **Šiaulių vartotojų federacija/Šiauliai Consumer Federation** J. Basanavičiaus str. 17, 76233 Šiauliai Tel.: +370 241 425291 **Vakarų Lietuvos vartotojų federacija/Western Lithuanian Consumers Federation** Tiltų str. 8, 91248 Klaipėda Tel.: +370 46 311246 E-mail: vartinfo@takas.lt Website www.vlvf.org **Vartotojų ir žmogaus teisių gynimo organizacija/organisation for Human Rights and Consumers Protection** Žvejų str. 42-24, 00138 Palanga Tel.: +370 460 53050 E-mail: vartotojai@gmail.com **Vartotojų teisių gynimo asociacija "Viešasis interesas"/Consumers Protection Association "Public interest"** Laisvės avenue 60–1002, 05120 Vilnius Tel.: +370 611 12002 E-mail: maldeikiene@gmail.com **Vartotojų teisių gynimo centras/ Consumer Rights Protection Centre** Jogailos str. 5-1, 01116 Vilnius Tel.: +370 671 63857 E-mail: mmereckas@gmail.com Website: www.vartotojucentras.lt **Vilniaus daugiabučių namų bendrijų asociacija/Vilnius house owners communities` association** Stiklių str. 8, 01141 Vilnius Tel.: +370 5 2611003, E-mail: info@bustorumai.lt Website: www.bustorumai.lt

[1] *Refers to legislative and retail market opening.* ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[2] ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[3] National Commission for Energy Control and Prices, http://www.regula.lt/en

[4] Law On Electricity Of The Republic Of Lithuania, 20 July 2000, No VIII-1881 (As last amended on 21 June 2012 No XI-2095). Available at: https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/6a2831f0b99d11e3bda4be6f16c2da2b?jfwid=rivwzvpvg

[5] Annual Report on Electricity and Natural Gas Markets of the Republic of Lithuania to the European Commission for 2014
Available at: http://www.vkekk.lt/SiteAssets/naujienu-medziaga/2015-rugsejis/GALUTINIS%20METINE_ATASKAITA_EK_2015_EN.pdf

[6] Law on Energy of the Republic of Lithuania No. IX-884, accessed on 10th January 2016
Available at: https://www.e-tar.lt/portal/lt/legalAct/TAR.44235B485568

[7] Law On Electricity Of The Republic Of Lithuania, 20th July 2000, No. VIII-1881 (as last amended on 19th March 2009, No. XI – 198), accessed on 10th January 2016
Available at: http://www3.lrs.lt/pls/inter3/dokpaieska.showdoc_l?p_id=363193

[8] Law on Natural Gas of the Republic of Lithuania (Official Gazette, 2000, No. 89-2743; 2011, No. 87-4186), accessed on 10th January 2016
Available at: http://www3.lrs.lt/pls/inter3/dokpaieska.showdoc_l?p_id=427711

[9] Law on Heat Sector of the Republic of Lithuania (Official Gazette, 2003, No. 51-2254; 2007, No. 130-5259), accessed on 10th January 2016
Available at: http://www3.lrs.lt/pls/inter2/dokpaieska.showdoc_l?p_id=409467

[10] Law on Energy from Renewable Sources of the Republic of Lithuania No. XI-1375, accessed on 10th January 2016
Available at: https://www.e-tar.lt/portal/lt/legalAct/TAR.FC7AB69BE291

[11] Law on Consumer Protection of the Republic of Lithuania No. I-657, accessed on 10th January 2016
Available at: https://www.e-tar.lt/portal/lt/legalAct/TAR.D790096B17EE

[12] Legal Act, Resolution No. 527 of 27th May 2015 on additional guarantees for socially vulnerable electricity consumers, accessed on 10th January 2016
Available at: https://www.e-tar.lt/portal/lt/legalAct/TAR.7FB17CA1C88F/TAIS_429893

[13] Rules for Supply and Consumption of Electricity, adopted by Order No. 1-38 of the Lithuanian Minister for Energy of 11th February 2010, accessed on 10th January 2016
Available at: https://www.e-tar.lt/portal/lt/legalAct/e8d7c920c95011e4bac9d73c75fc910a

[14] Civil Code, updated in 2013
Available at: http://www3.lrs.lt/pls/inter2/dokpaieska.showdoc_l?p_id=107687

NOTES

LUXEMBOURG

MARKET SHARE BREAKDOWN[1]:

Enovos: 74%
LEO: 13%
Sudstroum: 7%
Others: 6%

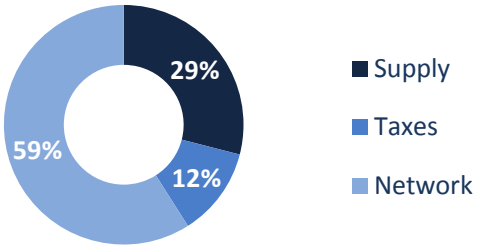
YEAR OF MARKET OPENING[2]:

2007

REGULATED PRICES FOR HOUSEHOLDS[3]:

No

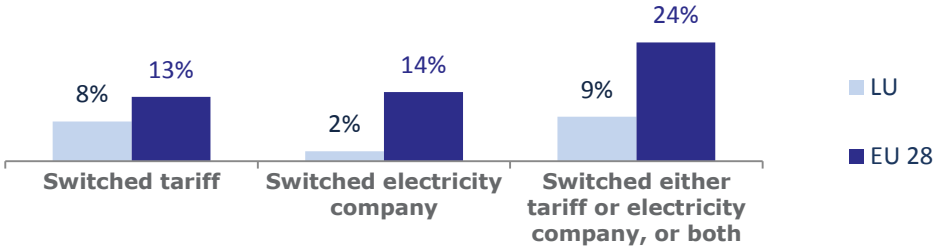
BREAKDOWN OF PRICE



The breakdown shown is for domestic consumers with electricity consumption between 1,000 and 3,500 kWh/year.
Source: National regulator's dataset - Price collection exercise, 2014/15 (Ipsos, London Economics, Deloitte Consortium)

SWITCHING

Consumers who reported having switched **at least once** in the past three years (spring 2012 to spring 2015)



Source: Consumer survey, February-June 2015 (Ipsos, London Economics, Deloitte Consortium)

COMPLAINTS HANDLING & ENFORCEMENT

The regulator's website offers a link that guides the user in making a complaint, provides the relevant forms to submit, and indicates an address to which enquiries can be submitted.

Not all consumers' requests will initiate a formal mediation process. In fact, according to Article 5 of the Electricity Regulation 11/27/ILR, the regulator has the right to reject requests for mediation when:

a) a judicial court is already in place for the same complaint,
b) when an out-of-court settlement has already been initiated and concluded for the same complaint, and
c) when the dispute settlement instruments put in place by the electricity provider have not been used or completely exhausted.

The out-of-court dispute settlement service of the regulator was put in place in 2011. Between then and 2013, there was little use of this service: no requests were made in 2011[4], two were requests made in 2012[5], and one request in 2013[6]. Since 2014, however, there has been a steady increase in the use of this alternative dispute settlement service by energy consumers[7].

VULNERABLE CONSUMERS/ENERGY POVERTY

While the law on the organisation of the electricity market refers to vulnerable consumers, there is no legal definition. The legislation also contains provisions for consumers in remote areas. Data is being collected on the share of consumers who are in arrears, and it is understood that 1.5% of Luxembourgish consumers were in arrears with their energy bills[8].

Pursuant to the amended Act of 18th December 2009 on social assistance, consumers who are struggling to pay their energy bills may benefit, under certain conditions, from a guaranteed minimum supply of energy.

In addition, within the framework of the universal service, the amended law of 1st August 2007 on the organisation of the electricity market defines a procedure to be followed by suppliers in case of non-payment by a customer. In case the invoice is not settled within 15 days of the due date, a first reminder is sent by the supplier to the customer. If the invoice remains unpaid after 15 days following the first reminder, the customer is informed in writing of the potential disconnection within 30 days in case of continued non-payment. At the same time, the "social office" of the place of residence of the defaulting customer is informed of this potential disconnection. However, the concerned customer can only be disconnected by the DSO upon the supplier's written request. Furthermore, the disconnection cannot take place when the "social office" pays the customer's debt. In return, the supplier is entitled to allow the DSO to install a prepayment meter until full settlement of the debt.

European Commission

MATRIX OF RIGHTS

REGULATORY FRAMEWORK

The law of 7th August 2012 amending the law of 1st August 2007 regarding the organisation of the electricity market is the main legislative text that has implemented the EC Directive 2009/72/EC into Luxembourg legislation. The amended law of 1st August 2007 was last changed in June 2015 by the law of 19th June 2015. In line with the Directive 2009/72/EC, the law of 19th June 2015 sets out the consumer rights in the electricity market, as well as the responsibilities of the *Institut Luxembourgeois de Régulation*, the Luxembourgish Regulator, consisting of, inter alia, ensuring the provision of a universal service including the supply of electricity of a specific quality, distributed at reasonable, fair, non-discriminatory and easily comparable tariffs (Art. 2.1).

Some of the key energy laws regarding energy consumers are:

- The amended law of 1st August 2007 on the organisation of the electricity market[9];
- Regulation 11/27/ILR of 25th May 2011 relating to the mediation procedure in the electricity sector[10];
- Grand-Ducal Regulation of 21st June 2010 relating to the labelling of the electricity system[11];
- Grand-Ducal Regulation of 30th November 2007 on the energy performance of residential buildings[12];
- Consumer Code[13].

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To choose your supplier and enter into contract with any EU electricity supplier offering services to you	**Article 4 of the Law of 1st August 2007, as amended**
To change your energy supplier in an easy and quick way, without extra charges	**Articles 2(5) and 19 of the Law of 1st August 2007, as amended.**
To receive clear information on your energy contract before signing, and advance notice if any changes are made to the contract, with the possibility to end the contract if you do not accept the new conditions	**Article 2(5) of the Law of 1st August 2007, as amended**
To withdraw from a new contract within at least seven days* if the contract was concluded outside the supplier's business premises or by distance means of communication (such as Internet or telephone) * 14 days if the Consumer Rights Directive applies	**Article 222-9 of the Consumer Code**
To have access to accurate information on your energy consumption and therefore regulate your energy consumption	**Article 2(5) of the Law of 1st August 2007, as amended**
To be properly informed on the benefits of using equipment and vehicles using renewable energy	**Article 49 of the Law of 1st August 2007, as amended** **Articles 4 to 6 of the Grand-Ducal Regulation of 21st June 2010**
To be properly informed on how much energy you use and how to use energy more efficiently	**Article 2(5) of the Law of 1st August 2007, as amended**
To receive adequate protection if you are defined as a "vulnerable consumer" by relevant national legislation	**Article 54(1) of the Law of 1st August 2007, as amended**
To file a complaint to your energy supplier and, in the event your complaint is not managed to your satisfaction, send your complaint to an independent body for an inexpensive, prompt and fair out-of-court settlement	**Complaint before a Mediator:** **Article 6 of the Law of 1st August 2007, as amended and Article 3 of the Regulation 11/27/ILR** **Complaint before the Regulator: Article 63 of the Law of 1st August 2007, as amended**
To receive information about the energy efficiency of the property you wish to buy or rent	**Article 9 of the Grand-Ducal Regulation of 30th November 2007**

European Commission

MAIN BODIES	NAME AND CONTACT DETAILS
Energy Regulator	**Institut Luxembourgeois de Régulation (ILR)** 17 rue du Fossé 1536 Luxembourg Tel.: +352 28 228 228 Fax: +352 28 228 229 Website: www.ilr.public.lu
Single Point of Contact	**Institut Luxembourgeois de Régulation (ILR)**
National authorities responsible for enforcement of consumer protection legislation (horizontal and sectoral specific – energy)	**Conseil de la concurrence/Competition Council** 19-21 boulevard Royal 2449 Luxembourg Tel.: +352 247 84174 E-mail: info@concurrence.public.lu Website: www.concurrence.public.lu
Bodies with responsibilities relating to competition	**Conseil de la concurrence/Competition Council**
Alternative Dispute Resolution Entity	**Institut Luxembourgeois de Régulation (ILR)**
Other relevant bodies and consumer organisations	**Union Luxembourgeoise des consommateurs (ULC)/Lyxembourgish Union of Consumers** Rue des Bruyères 55 1274 Howald Tel.: +352 4949 57 E-mail: ulc@pt.lu Website: www.ulc.lu

[1] Institut National de Régulation (2015). Rapport de l'ILR sur ses activités et sur l'exécution de ses missions dans les secteurs de l'électricité et du gaz naturel, Année 2015, p. 37
Available at: http://www.ilr.public.lu/electricite/documents_NEW/rapport/rapport-benchmark-2014-FINAL.pdf

[2] *Refers to legislative and retail market opening.* ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[3] ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014 Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[4] Institut National de Régulation (2012). National Report – English Summary, 2011
Available at:
http://www.ceer.eu/portal/page/portal/EER_HOME/EER_PUBLICATIONS/NATIONAL_REPORTS/National_Reporting_2012/NR_En/C12_NR_Luxembourg-Summary.pdf

[5] Institut National de Régulation (2013). National Report – English Summary, 2012
Available at:
http://www.ceer.eu/portal/page/portal/EER_HOME/EER_PUBLICATIONS/NATIONAL_REPORTS/National_Reporting_2013/NR_En/C13_NR_Luxembourg_Summary-EN.pdf

[6] Institut National de Régulation (2014). Rapport de l'ILR sur ses activités et sur l'exécution de ses missions dans les secteurs de l'électricité et du gaz naturel, Année 2013, p. 10
Available at: http://www.ilr.public.lu/gaz/documents/statistiques/rapport-benchmark-2013-FINAL.pdf

[7] Data from the national regulator

[8] Stakeholder survey conducted in 2015

[9] Law of 7th August 2012 amending the Act of 1st August 2007, on the organisation of the electricity market, Official Journal of the Grand Duchy of Luxembourg n.178 22nd August 2012, accessed in February 2015
Available at: http://www.legilux.public.lu/leg/a/archives/2012/0178/a178.pdf

[10] Regulation 11/27/ILR of 25th May 2011 fixing the mediation process in the electricity sector, Official Journal of the Grand Duchy of Luxembourg n.116 7th June 2011.
Available at: http://www.legilux.public.lu/leg/a/archives/2011/0116/a116.pdf#page=14 (accessed February 2015)

[11] Grand Ducal Regulation of 21st June 2010 relating to the labelling of the electricity system, Official Journal of the Grand Duchy of Luxembourg n.98 30th June 2010, accessed in February 2015
Available at: http://www.legilux.public.lu/leg/a/archives/2010/0098/a098.pdf

[12] Grand Ducal Regulation of 30th November 2007 on the energy performance of residential buildings, Official Journal of the Grand Duchy of Luxembourg n.221 14th December 2007, accessed in February 2015
Available at: http://particuliers.myenergy.lu/files/media/RGD071130.pdf

[13] Consumer Code, accessed in February 2015
Available at:
http://www.legilux.public.lu/leg/textescoordonnes/codes/Code_de_la_Consommation/Code_de_la_Consommation.pdf

NOTES

MALTA

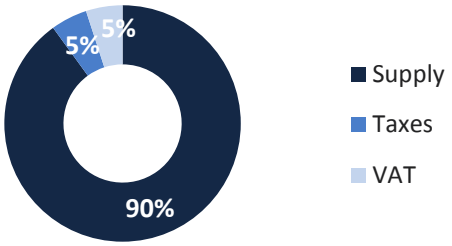
MARKET SHARE BREAKDOWN[1]:

Enemalta: 100%

YEAR OF MARKET OPENING[2]:
Closed

REGULATED PRICES FOR HOUSEHOLDS[3]:
Yes

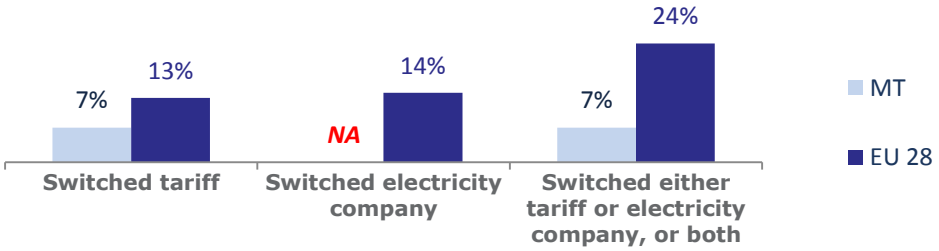
BREAKDOWN OF PRICE



The breakdown shown is for domestic consumers with electricity consumption between 1,000 and 3,500 kWh/year.
Source: National regulator's dataset - Price collection exercise, 2014/15 (Ipsos, London Economics, Deloitte Consortium)

SWITCHING

Consumers who reported having switched **at least once** in the past three years (spring 2012 to spring 2015)



Source: Consumer survey, February-June 2015 (Ipsos, London Economics, Deloitte Consortium)

COMPLAINTS HANDLING & ENFORCEMENT

In Malta, electricity bill-related complaints and customer care relations are handled by ARMS, the sub-contractor of the supplier. On the other hand, complaints related to quality of supply and network issues, claims related to damages from incidents caused by the electricity system and any other consumer issues related to claims arising from damages must be submitted directly to Enemalta, the supplier and DSO[4].

Additionally, all complaints (i.e. whether bill-related, related to claims on damages from incidents and any other consumer issues) may be referred to either the Ombudsman and/or the Regulator for Energy and Water Services (REWS)[5]. The purpose of both the Ombudsman and the REWS is to perform a mediatory role between the complainant and the supplier (Enemalta). The Ombudsman cannot issue binding decisions. However, the REWS can issue a binding decision on complaints and, more generally, has the legal power to act as a dispute settlement authority on matters concerning regulated activities[6] (i.e. activities falling under the REWS act)[6]. REWS' decisions are binding unless overruled on appeal. Consumers may lodge an appeal on a decision taken by the REWS to the Administrative Review Tribunal on points of law and of fact.

According to the Malta Resources Authority (MRA) 2015 report to the European Commission, the MRA received 29 complaints in 2014 – all of which were resolved through mediation between the consumers and Enemalta[7].

It should be noted that complaints linked to the distribution system operator may also be referred to the REWS. In this case, the REWS has an obligation to issue a decision within two months from the date of the submission of the complaint. Any extension of that timeframe must be agreed upon with the complainant[8]. Prior to arriving at a decision, the REWS engages in discussions with the parties involved and invites them to make any submissions[9].

European Commission

VULNERABLE CONSUMERS/ENERGY POVERTY

There is no formal legislative definition of either "vulnerable consumers" or "energy poor" with respect to the retail energy market in Malta. However, vulnerable consumers are supported through social policy measures[10]. The Department of Social Policy has established the criteria whereby certain categories of energy consumers may be eligible to receive energy benefits. The energy benefit amounts for electricity are deducted directly from the bills.

Consumers that benefit from energy benefits include low-income families, households with a person with a disability, families on social assistance or special unemployment benefits, and persons on a pension or a carer's pension. During 2014, 25,276 consumer accounts received energy benefits, which accounts for 10.9% of all household consumers[11].

Malta additionally has the following schemes to assist in energy (cost) reduction for recipients of social security benefits[12]:

- ELIHMED (Energy Efficiency in Low Income Houses in the Mediterranean);
- Centralised recording system of energy audits data at the Ministry for Energy and Health;
- "White goods" incentive scheme for grants for the purchase of household appliances for domestic use with appropriate energy efficiency certification (available between 2006 and 2008);
- ComeOn Labels project, involving retailer training on the new energy label organised in collaboration with MCCAA and media awareness raising for household consumers;
- Targeted energy efficiency information;
- An "Ecocalculator" available on Enemalta's website (households can estimate how much energy is being used in the household by specific appliances);
- Energy Tips - a section on Enemalta's website which includes approximately 63 FAQs about household energy efficiency measures; and
- Structured holistic educational campaigns to promote energy savings in the domestic sector.

MATRIX OF RIGHTS

REGULATORY FRAMEWORK

The Maltese regulations for the retail electricity market take account of the derogations granted to Malta by virtue of Art. 44 of Directive 2009/72/EC concerning the implementation of Art. 9 (unbundling of transmission system operators), Art. 26 (unbundling of distribution system operators), Art. 32 (third-party access) and Art. 33 (market opening and reciprocity) of the same Directive.

The Consumer Affairs Act, a chapter of the Laws of Malta established in 1994 and amended in 2008, is in place to prohibit the use of unfair terms in consumer contracts, whether or not individually negotiated, and to make such terms null and unenforceable against the consumer. The Distance Selling Regulations impose information and transparency requirements and provide for a 15-day cooling off period.

A list of the main laws concerning energy consumer rights is:

- Subsidiary Legislation 545.13, 'Electricity Market Regulations', Legal Notice 166 of 2011, as amended by Legal Notice 132 of 2012 and Legal Notice 29 of 2016[13];
- Laws of Malta, Chapter 378, 'Consumer Affairs Act', Legal Notice 439 of 2013[14];
- Subsidiary Legislation 378.08, 'Distance Selling Regulations', Legal Notice 186 of 2001, as amended by Legal Notice 425 of 2007 and Legal Notice 194 of 2009[15];
- Legal Notice 376 of 2012 issued under the Building Regulation Act (CAP. 513), Regulation 13.1(a)[16];
- Subsidiary Legislation 545.16, 'Energy Efficiency and Cogeneration Regulations'[17].

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To choose your supplier and enter into contract with any EU electricity supplier offering services to you	**Electricity Market Regulations (S.L. 545.13)**
To change your energy supplier in an easy and quick way, without extra charges	***Not applicable***
To receive clear information on your energy contract before signing, and advance notice if any changes are made to the contract, with the possibility to end the contract if you do not accept the new conditions	**Electricity Market Regulations (S.L. 545.13)** **Consumer Rights Regulations 2013, Part II, Art. 4(1), 4(2), Part. IV, Art.24** **Consumer Affairs Act (Chapter 378 of the Laws of Malta), Art. 44-47**
To withdraw from a new contract within at least seven days* if the contract was concluded outside the supplier's business premises or by distance means of communication (such as Internet or telephone) * 14 days if the Consumer Rights Directive applies	**Consumer Rights Regulations 2013, Part III, Art.5(1)**
To have access to accurate information on your energy consumption and therefore regulate your energy consumption	**Electricity Market Regulations (S.L. 545.16), Art. 8(3)**
To be properly informed on the benefits of using equipment and vehicles using renewable energy	**Energy Efficiency and Cogeneration (S.L. 545.16)** **Regulations, Sixth Schedule Regulation 12(3) (c), Art. 1.2 and Art. 1.3**
To be properly informed on how much energy you use and how to use energy more efficiently	**Energy Efficiency and Cogeneration (S.L. 545.16)** **Regulations, Sixth Schedule Regulation 12(3) (c) Art. 1.2 and Art. 1.3**
To receive adequate protection if you are defined as a "vulnerable consumer" by relevant national legislation	**Consumer Affairs Act (Chapter 378 of the Laws of Malta), Art. 51B**
To file a complaint to your energy supplier and, in the event your complaint is not managed to your satisfaction, send your complaint to an independent body for an inexpensive, prompt and fair out-of-court settlement	**Consumer Affairs Act (Chapter 378 of the Laws of Malta), Art. 20-27**
To receive information about the energy efficiency of the property you wish to buy or rent	**Building Regulation Act (L.N. 376 of 2012, CAP. 513), Regulation 13.1(a)**

European Commission

MAIN BODIES

MAIN BODIES	NAME AND CONTACT DETAILS
Energy Regulator	**Regulator for Energy and Water Services (REWS)** Millennia, 2nd Floor, Aldo Moro Road Marsa 9065 Tel.: +356 2295 5000 E-mail: enquiry@rews.org.mt Website: www.rews.org.mt
Single Point of Contact	**Regulator for Energy and Water Services (REWS)**
National authorities responsible for enforcement of consumer protection legislation (horizontal and sectoral specific – energy)	**Malta Competition and Consumer Affairs Authority (MCCAA)** Mizzi House, National Road, Blata l-Bajda HMR9010 Tel.: +356 2395 2000 E-mail: info@mccaa.org.mt Website: mccaa.org.mt
Bodies with responsibilities relating to competition	**Malta Competition and Consumer Affairs Authority (MCCAA)**
Alternative Dispute Resolution Entity	**European Consumer Centre Malta (ECC Net)** Tel.: + 356 21221901 E-mail: ecc.malta@mccaa.org.mt Website: eccnetmalta.gov.mt **Malta Arbitration Centre/Ombudsman** Tel.: +356 2122 2557 E-mail: office@ombudsman.org.mt or malta.arbitration@mac.com.mt Website: www.ombudsman.org.mt
Other relevant bodies and consumer organisations	**The Malta Consumer's Association/ Ghaqda Tal-Konsumaturi** 47A South Street - 1101 Valletta Tel.: +356 21239091 Website: www.camalta.org.mt

NOTES

[1] European Commission (2014). 'Malta Country Report 2014', p. 157
Available at:
https://ec.europa.eu/energy/sites/ener/files/documents/2014_countryreport_malta.pdf

[2] ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014 Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[3] Ibid

[4] Data from the national regulator

[5] In virtue of Act 545 (Regulation of Energy and Water Services), the regulation of energy and water services is no longer under the remit of MRA (Malta Resources Authority) but under the remit of REWS (Regulator for Energy and Water Services) as from 31 July 2015.

[6] Malta Resources Authority (2014). Malta's Report to the European Commission on the Implementation of Directive 2009/72/EC, Directive 2009/73/EC and Directive 2005/89/EC – July 2014, pp. 20-21
Available at:
http://www.ceer.eu/portal/page/portal/EER_HOME/EER_PUBLICATIONS/NATIONAL_REPORTS/National_Reporting_2015/NR_En/C15_NR_Malta_EN.pdf

[7] Malta Resources Authority (2014). Malta's Report to the European Commission on the Implementation of Directive 2009/72/EC, Directive 2009/73/EC and Directive 2005/89/EC – July 2014, pp. 4-5
Available at:
http://www.ceer.eu/portal/page/portal/EER_HOME/EER_PUBLICATIONS/NATIONAL_REPORTS/National_Reporting_2015/NR_En/C15_NR_Malta_EN.pdf

[8] Malta Resources Authority (2014). Malta's Report to the European Commission on the Implementation of Directive 2009/72/EC, Directive 2009/73/EC and Directive 2005/89/EC – July 2014, pp. 20-21
Available at:
http://www.ceer.eu/portal/page/portal/EER_HOME/EER_PUBLICATIONS/NATIONAL_REPORTS/National_Reporting_2015/NR_En/C15_NR_Malta_EN.pdf

[9] Ibid

[10] Insight Energy (May 2015), Energy poverty and vulnerable consumers in the energy sector across the EU: analysis of policies and measures
Available at:
https://ec.europa.eu/energy/sites/ener/files/documents/INSIGHT_E_Energy%20Poverty%20-%20Main%20Report_FINAL.pdf

[11] Malta Resources Authority (2014). Malta's Report to the European Commission on the Implementation of Directive 2009/72/EC, Directive 2009/73/EC and Directive 2005/89/EC – July 2014, pp. 15
Available at:
http://www.ceer.eu/portal/page/portal/EER_HOME/EER_PUBLICATIONS/NATIONAL_REPORTS/National_Reporting_2015/NR_En/C15_NR_Malta_EN.pdf

[12] European Commission (2014). Malta's National Energy Efficiency Action Plan (NEEAP), pp. 40-57
Available at:
https://ec.europa.eu/energy/sites/ener/files/documents/2014_neeap_en_malta.pdf

[13] Subsidiary Legislation 545.13 'Electricity Market Regulations', Legal Notice 166 of 2011, as amended by Legal Notice 132 of 2012 and Legal Notice 29 of 2016, accessed in January 2016
Available at:
http://www.justiceservices.gov.mt/DownloadDocument.aspx?app=lom&itemid=12361&l=1

[14] Laws of Malta, Chapter 378, 'Consumer Affairs Act', Legal Notice 439 of 2013, accessed in January 2016
Available at:
http://justiceservices.gov.mt/DownloadDocument.aspx?app=lp&itemid=25850&l=1

[15] Subsidiary Legislation 378.08, 'Distance Selling Regulations', Legal Notice 186 of 2001, as amended by Legal Notice 425 of 2007 and Legal Notice 194 of 2009, accessed in January 2016
Available at: www.mccaa.org.mt/loadfile/04eea644-6bcd-4db4-b039-77f3a9d648f3

[16] Legal Notice 376 of 2012. Building Regulation Act (CAP. 513), Regulation 13. 1(a), accessed in January 2016
Available at: https://secure2.gov.mt/epc/legislation?l=1

[17] Subsidiary Legislation 545.16 Energy Efficiency and Cogeneration Regulations, accessed on 11th January 2016
Available at:
Http://www.justiceservices.gov.mt/DownloadDocument.aspx?app=lom&itemid=12364&l=1

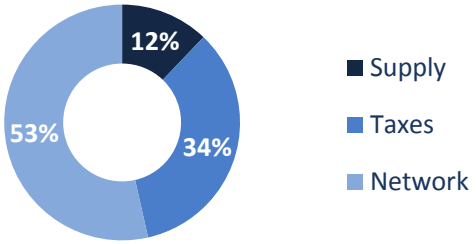
NETHERLANDS

MARKET SHARE BREAKDOWN:
No data available

YEAR OF MARKET OPENING[1]:
2004

REGULATED PRICES FOR HOUSEHOLDS[3]:
No

BREAKDOWN OF PRICE

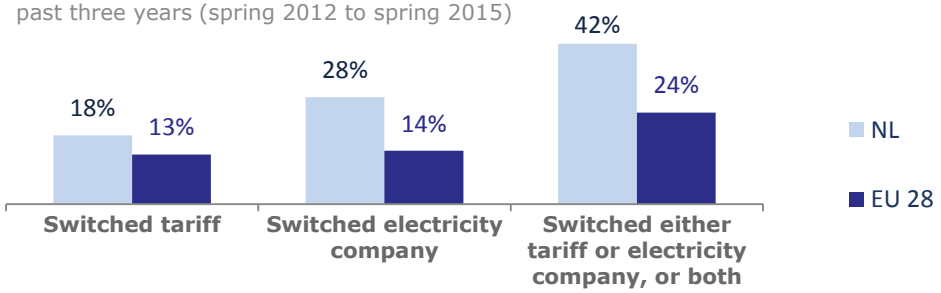


The breakdown shown is for domestic consumers with electricity consumption between 1,000 and 3,500 kWh/year.

Source: National regulator's certified comparison tool - Price collection exercise, 2014/15 (Ipsos, London Economics, Deloitte Consortium)

SWITCHING

Consumers who reported having switched **at least once** in the past three years (spring 2012 to spring 2015)



Source: Consumer survey, February-June 2015 (Ipsos, London Economics, Deloitte Consortium)

COMPLAINTS HANDLING & ENFORCEMENT

If there is cause for complaint, the consumer needs to address his/her complaint, by post, to the electricity supplier[3]. According to the Electricity Act, the "general conditions" of the electricity supplier shall inform customers on the process to report a claim (e.g. timing, format, etc.), together with contact details. Electricity suppliers shall also provide a solution and give a prompt answer to their customers. The consumer compliant should at least detail why they are complaining and by when they would like to receive a reaction from the electricity supplier. If the electricity consumer and supplier cannot settle the issue, the consumer does not agree with the supplier's response, or the supplier did not respond to the consumer in the foreseen timeframe of four weeks, the electricity consumer can address a complaint to the Dispute Committee (*De Geschillencommissie*). Not all electricity suppliers, however, are a member of the Dispute Committee (this status is specified in the contract). The decision made by the Dispute Committee is binding. The process to complain to an electricity distributor is similar[4], except that the consumer can also go to the regulator[5].

VULNERABLE CONSUMERS/ENERGY POVERTY

Electricity prices have increased in recent years in the Netherlands, and this has had an impact on the capacity of households to pay their bills. In 2014, 5.4% of households could not afford to pay their electricity bills on time, a marked increased from previous years. However, while a contributing factor, electricity fees are only a part of the difficulties encountered by the Dutch consumers, as an overall increase in the proportion of money being allocated to household bills has occurred[6]. A Ministerial Decree on disconnections is in place for (vulnerable) consumers, specifically those customers for whom discontinuing distribution or supply of electricity or gas would have serious health risks, for them or their household[7].

The concept of vulnerable customers is based on health, not on socio-economic status[8]. Legislation states that a household consumer for whom ending the transport or the supply of electricity or gas would result in very serious health risks for the household customer, or a member of the same household of the household customer, is regarded as vulnerable and thus disconnection is not permitted[9]. The Ministerial Decree mentioned above also limits disconnection during the winter period (1st October to 1st April)[10].

European Commission

MATRIX OF RIGHTS

REGULATORY FRAMEWORK

The regulatory framework of the Netherlands concerning the electricity market has constantly evolved since the liberalisation and the implementation of Directives 2005/29/EC[11], 2009/72/EC and 2011/83/EU[12] has occurred across a number of different laws. More specifically, the rights for the consumer on the retail electricity market are transposed in different laws, i.e. the Electricity Act 1998 (*Elektriciteitswet* 1998), the Services Act (*Dienstenwet*) and the Consumer Protection Enforcement Act (Wet handhaving consumentenbescherming). Additionally, on 1st August 2014, the government introduced the Streamlining Act (*Stroomlijningswet*) aiming at streamlining the various powers available to the *regulator*.

A list of the main laws and regulations affecting retail electricity consumers is:

- Electricity Act 1998[13];
- Services Act[14];
- Consumer Protection Enforcement Act[15] (including a modification introduced in 2014[16]);
- Streamlining Act[17];
- Act implementing the EU Directive on energy efficiency[18];
- Control disconnection policies for small-scale consumers of electricity and gas[19];
- Decision on Smart Meters[20].

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To choose your supplier and enter into contract with any EU electricity supplier offering services to you	**Art. 95a, 95b Electricity Act 1998**
To change your energy supplier in an easy and quick way, without extra charges	**Art. 95a, 95b Electricity Act 1998**
To receive clear information on your energy contract before signing, and advance notice if any changes are made to the contract, with the possibility to end the contract if you do not accept the new conditions	**Art. 95a, 95b Electricity Act 1998**
To withdraw from a new contract within at least seven days* if the contract was concluded outside the supplier's business premises or by distance means of communication (such as Internet or telephone) * 14 days if the Consumer Rights Directive applies	**Art. 95a, 95b Electricity Act 1998**
To have access to accurate information on your energy consumption and therefore regulate your energy consumption	**Art. 95a, 95b Electricity Act 1998**
To be properly informed on the benefits of using equipment and vehicles using renewable energy	**Art. 95a, 95b Electricity Act 1998**
To be properly informed on how much energy you use and how to use energy more efficiently	**Art. 95a, 95b Electricity Act 1998**
To receive adequate protection if you are defined as a "vulnerable consumer" by relevant national legislation	**Control disconnection policies for small-scale consumers of electricity and gas**
To file a complaint to your energy supplier and, in the event your complaint is not managed to your satisfaction, send your complaint to an independent body for an inexpensive, prompt and fair out-of-court settlement	**Art 95o Electricity Act 1998**
To receive information about the energy efficiency of the property you wish to buy or rent	***No information was found at the time of the study***

European Commission

MAIN BODIES

MAIN BODIES	NAME AND CONTACT DETAILS
Energy Regulator	**Autoriteit Consument & Markt/Authority for Consumer and Markets** Muzenstraat 41 2511 WB Den Haag Tel.: +31 70 - 72 22 000 Fax: +31 70 - 72 22 355 Website: https://www.acm.nl/nl/
Single Point of Contact	**ConsuWijzer** PObox 16326 2500 BH Den Haag Tel.: +31 88 - 070 70 70 Website: www.consuwijzer.nl
National authorities responsible for enforcement of consumer protection legislation (horizontal and sectoral specific – energy)	**Autoriteit Consument & Markt/Authority for Consumer and Markets**
Bodies with responsibilities relating to competition	**Autoriteit Consument & Markt/Authority for Consumer and Markets**
Alternative Dispute Resolution Entity	**Autoriteit Consument & Markt/Authority for Consumer and Markets** **De Geschillencommissie/The Disputes Committee** PObox 90600 2509 LP Den Haag Tel.: +31 70 - 310 53 10 Fax: +31 70 - 365 8 814 Website: www.degeschillencommissie.nl/consumenten
Other relevant bodies and consumer organisations	**Consumentenbond/Consumer association** Enthovenplein 1/PObox 1000 2500 BA Den Haag Tel.: +31 70 - 4454439 Website: www.consumentenbond.nl

[1] *Refers to legislative and retail market opening.* ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[2] ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[3] Process for complaints to electricity suppliers, accessed on 18th January 2016
Available at: https://www.rijksoverheid.nl/onderwerpen/energie-thuis/vraag-en-antwoord/hoe-kan-ik-een-klacht-indienen-over-mijn-energieleverancier and https://www.consuwijzer.nl/energie/klachten/klacht-over-energiebedrijf

[4] Process for complaints to electricity provider, accessed on 18th January 2016
Available at: https://www.consuwijzer.nl/energie/klachten/probleem-met-netbeheerder

[5] Request form for complaints, accessed on 18th January 2016
Available at: https://www.acm.nl/nl/publicaties/publicatie/14480/Aanvraagformulier-geschilbeslechting-Energie/

[6] Rijksoverheid (2014). Monitor Betalingsachterstanden 2014
Available at: https://www.rijksoverheid.nl/documenten/rapporten/2014/12/19/monitor-betalingsachterstanden-2014

[7] Control disconnection policies for small-scale consumers of electricity and gas, accessed on 14th January 2016
Available at: http://wetten.overheid.nl/BWBR0030164/geldigheidsdatum_14-01-2016

[8] Stakeholder survey conducted in 2015

[9] Insight Energy (May 2015), Energy poverty and vulnerable consumers in the energy sector across the EU: analysis of policies and measures
Available at:
https://ec.europa.eu/energy/sites/ener/files/documents/INSIGHT_E_Energy%20Poverty%20-%20Main%20Report_FINAL.pdf

[10] Stakeholder survey conducted in 2015

[11] Source: 'Implementing the Consumer Rights Directive'
Available at: https://www.eerstekamer.nl/wetsvoorstel/33520_implementatiewet_richtlijn

[12] Source: 'Transposition of European directives and framework decisions, Reporting to the Senate and the House on the transposition of European directives and framework decisions by June 30, 2012'
Avilable at: https://www.rijksoverheid.nl/documenten/rapporten/2012/07/01/omzetting-van-europese-richtlijnen-en-kaderbesluiten

[13] Electricity Act 1998, accessed on 14th January 2016
Available at: http://wetten.overheid.nl/BWBR0009755/geldigheidsdatum_14-01-2016

[14] Services Act , accessed on 14th January 2016
Available at: http://wetten.overheid.nl/BWBR0026759/geldigheidsdatum_02-01-2016

[15] Consumer Protection Enforcement Act , accessed on 14th January 2016
Available at: http://wetten.overheid.nl/BWBR0020586/geldigheidsdatum_14-01-2016

[16] Bill 33 520 Art. 230 o, accessed on 1st December 2015
Available at: http://njb.nl/Uploads/2013/10/tk1213_33520_2.pdf

[17] Streamlining Act, accessed on 14th January 2016
Available at: http://wetten.overheid.nl/BWBR0035297/geldigheidsdatum_17-02-2015

[18] Act implementing EU Directive on energy efficiency, accessed on 14th January 2016
Available at: http://wetten.overheid.nl/BWBR0029672/geldigheidsdatum_14-01-2016

[19] Control disconnection policies for small-scale consumers of electricity and gas, accessed on 14th January 2016
Available at: http://wetten.overheid.nl/BWBR0030164/geldigheidsdatum_14-01-2016

[20] Decision on Smart Meters, accessed on 14th January 2016
Available at: http://wetten.overheid.nl/BWBR0030605/geldigheidsdatum_14-01-2016

NOTES

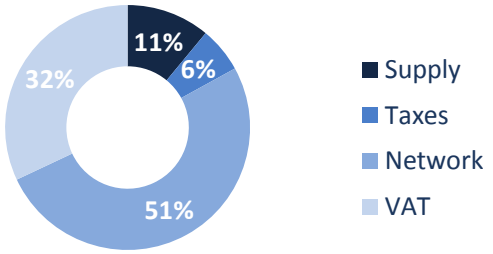
NORWAY

MARKET SHARE BREAKDOWN:
No data available

YEAR OF MARKET OPENING[1]:
1991

REGULATED PRICES FOR HOUSEHOLDS[2]:
No

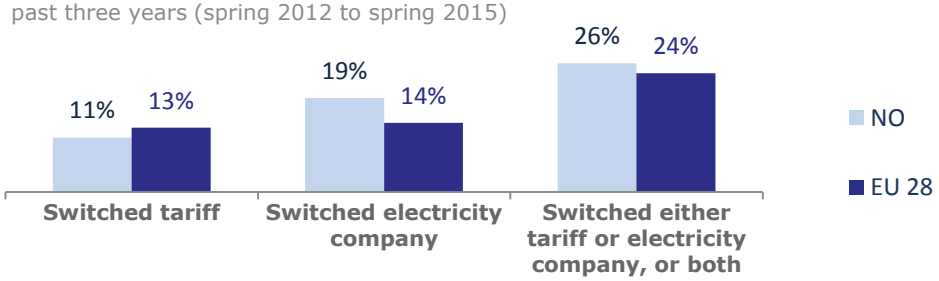
BREAKDOWN OF PRICE



The breakdown shown is for domestic consumers with electricity consumption between 1,000 and 3,500 kWh/year.
Source: National regulator's website - Price collection exercise, 2014/15 (Ipsos, London Economics, Deloitte Consortium)

SWITCHING

Consumers who reported having switched **at least once** in the past three years (spring 2012 to spring 2015)



Source: Consumer survey, February-June 2015 (Ipsos, London Economics, Deloitte Consortium)

COMPLAINTS HANDLING & ENFORCEMENT

The Electricity Appeal Board was established through an agreement between the Norwegian Electricity Industry Association (Energy Norway) and the Norwegian Consumer Council in 2007. Since then, the Norwegian Employer's Organisation for Locally Owned Enterprises (*KS Bedrift*) has entered the agreement. All companies that have received a trading license from the Norwegian Water Resources and Energy Directorate (NVE) under the Energy Act are included in the scheme.

The Board's mandate includes complaints that stem from contract conditions between energy suppliers (grid suppliers and end-user suppliers) and consumers. The Board is run by a judge and it also consists of two representatives appointed by the Consumer Council and two representatives appointed by electricity suppliers. The Board's secretariat handles complaints and assists consumers in connection with the complaint. The secretariat has a neutral position and is to ensure that each case is conducted as transparently as possible[3].

While the Board's decisions are public, the Board may decide to keep complainants' identities confidential. The Board's proceedings are free of charge for consumers, but suppliers pay annual fees and fees for the processing of cases to the Board. The Board does not handle complaints that concern network tariffs as those cases are directed to the NVE[4].

The Board explains in detail how to file a complaint on their website as well as displays various acts and regulations relevant to the electricity market. In 2013, the Electricity Appeal Board received 268 written inquiries and the average processing time was 4.5 months, calculated from the date the complaint was filed until the case had finished[5].

NVE also handles complaints regarding grid regulation, quality of supply, metering and settlement, billing, supplier switching, neutrality and non-discrimination, system operation and the obligations and powers of the transmission system operator (*Statnett SF*)[6].

VULNERABLE CONSUMERS/ENERGY POVERTY

Vulnerable consumers are protected through general welfare services or social security. There is no specific definition or policy in the Norwegian energy legislation aimed at protecting vulnerable consumers. In particular, there is no regulated price offered to this group of consumers. However, if a consumer does not have a contract with a supplier, the distribution system operator is obliged to be the supplier of last resort. The supplier of last resort does not aim to protect vulnerable consumers but rather to ensure that the customer has access to electricity before entering into contract with an electricity supplier on a more permanent basis. However, if the social services have guaranteed the customer's payment, disconnection is prohibited[7].

European Commission

MATRIX OF RIGHTS

REGULATORY FRAMEWORK

The Norwegian electricity market was deregulated and opened up for competition when the Energy Act entered into force on 1st January 1991[8]. The Energy Act made Norway the first country in the world to allow customers to freely choose their supplier of electricity[9]; however, real market access for all the end user groups was not established until 1995 through settlement based on the adjusted system load profile[10]. The Energy Act laid the foundation for market-based production and sales of power as well as setting a comprehensive framework of rules for the organisation of power supply in Norway[11].

Norway is a member of the European Free Trade Association (EFTA) and a party to the European Economic Area agreement (EEA). As a result, the EEA procedures regarding adoption of new EU Directives apply for Norway[12]. A list of the main legislation is as follows:

- Energy Act 1990-06-29-50[13];
- The Electricity Certificate Act 2011-06-24-39[14];
- Regulation on metering, settlement, invoicing of network and electricity services, neutrality of network companies etc.[15];
- Regulation on economic and technical reporting, revenue cap for network companies and tariffs;
- Law on Information and cooling to remote sales and sales outside of fixed business premises (Consumer Law) (implementing Directive 2011/83/EU on consumer rights)[16].

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To choose your supplier and enter into contract with any EU electricity supplier offering services to you	**FOR-1999-03-11-301, chapter 2 §2-2**
To change your energy supplier in an easy and quick way, without extra charges	**FOR-1999-03-11-301, chapter 2 §2-1**
To receive clear information on your energy contract before signing, and advance notice if any changes are made to the contract, with the possibility to end the contract if you do not accept the new conditions	**LOV-2014-06-20-27, chapter 2 §8**
To withdraw from a new contract within at least seven days* if the contract was concluded outside the supplier's business premises or by distance means of communication (such as Internet or telephone) * 14 days if the Consumer Rights Directive applies	**LOV-2014-06-20-27, chapter 6 §21**
To have access to accurate information on your energy consumption and therefore regulate your energy consumption	**FOR-1999-03-11-301, chapter 7 §7-2 b**
To be properly informed on the benefits of using equipment and vehicles using renewable energy	**FOR-1999-03-11-301, chapter 7 §7-2 e**
To be properly informed on how much energy you use and how to use energy more efficiently	**FOR-1999-03-11-301, chapter 7 §7-2**
To receive adequate protection if you are defined as a "vulnerable consumer" by relevant national legislation	**Under social legislation**
To file a complaint to your energy supplier and, in the event your complaint is not managed to your satisfaction, send your complaint to an independent body for an inexpensive, prompt and fair out-of-court settlement	**LOV-2002-06-21-34 on consumer rights**
To receive information about the energy efficiency of the property you wish to buy or rent	**LOV-2002-06-21-34 on consumer rights chapter 12 § 61 a and the Energy Trading License**

European Commission

MAIN BODIES

MAIN BODIES	NAME AND CONTACT DETAILS
Energy Regulator	**Norges vassdrags- og energidirektorat/ Norwegian Water Resources and Energy Directorate (NVE)** Middelthunsgate 29, 0301 Oslo Tel.: +47 22 95 95 95 Fax: +47 22 95 90 00 E-mail: nve@nve.no Website: www.nve.no
Single Point of Contact	*No information was found at the time of the study*
National authorities responsible for enforcement of consumer protection legislation (horizontal and sectoral specific – energy)	**Norges vassdrags- og energidirektorat/ Norwegian Water Resources and Energy Directorate (NVE)** **Oljedirektoratet/Norwegian Petroleum Directorate** Prof. Olav Hanssens vei 10, Stavanger 4021 Tel.: +47 51 87 60 00 E-Mail: postboks@npd.no Website: www.npd.no
Bodies with responsibilities relating to competition	**Konkurransetilsynet/Competition Authority** PO Box 439 Sentrum, 5805 Bergen Tel.: +47 55 59 75 00 Fax: +47 55 59 75 99 E-mail: post@konkurransetilsynet.no Website: www.konkurransetilsynet.no
Alternative Dispute Resolution Entity	**Norges vassdrags- og energidirektorat / Norwegian Water Resources and Energy Directorate (NVE)** **Elklagenemnda/Electricity Appeal Board** PO Box 7184 Majorstuen, 0307 Oslo Tel.: +47 23 08 84 70 E-mail: elklage@elklage.no Website: www.elklagenemnda.no
Other relevant bodies and consumer organisations	**Forbrukerradet/Consumer Council** Skippergata 8-10, 0105 Oslo Tel.: +47 971 51 945 Website: www.forbrukerradet.no

[1] *Refers to opening of the retail market for consumers.* ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014 Available at: http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[2] ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014 Available at: http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[3] Website of the Electricity Appeal Board ('About us'), accessed on 18th March 2015 Available at: http://www.elklagenemnda.no/category.php?categoryID=192.

[4] The Electricity Appeal Board (2013). Annual Report 2013, p.2
Available at:
http://www.elklagenemnda.no/getfile.php/Filer/%C3%85rsmeldinger/%C3%85rsmelding%202013%20Elklagenemnda.pdf

[5] The Electricity Appeal Board (2013). Annual Report 2013, p.3
Available at:
http://www.elklagenemnda.no/getfile.php/Filer/%C3%85rsmeldinger/%C3%85rsmelding%202013%20Elklagenemnda.pdf.

[6] Norwegian Water Resources and Energy Directorate (2013). National report 2012, p.30
Available at:
http://www.ceer.eu/portal/page/portal/EER_HOME/EER_PUBLICATIONS/NATIONAL_REPORTS/National%20Reporting%202013/NR_En/C13_NR_Norway-EN.pdf.

[7] Norwegian Water Resources and Energy Directorate (2013). National report 2012, p.29
Available at:
http://www.ceer.eu/portal/page/portal/EER_HOME/EER_PUBLICATIONS/NATIONAL_REPORTS/National%20Reporting%202013/NR_En/C13_NR_Norway-EN.pdf.

[8] Energy Act 1990-06-29-50 (Energiloven – Lov om produksjon, omforming, overføring, omsetning, fordeling og bruk av energy m.m., Lov 1990-06-29-50)
Available at: https://lovdata.no/dokument/NL/lov/1990-06-29-50.

[9] Norwegian Ministry of Petroleum and Energy (2015). Facts 2015 – Energy and Water Resources in Norway, p.73
Available at:
https://www.regjeringen.no/contentassets/fd89d9e2c39a4ac2b9c9a95bf156089a/facts_2015_energy_and_water_web.pdf.

[10] Website of the Norwegian Water Resources and Energy Directorate ('Electricity market'), accessed on 18th March 2015
Available at: http://www.nve.no/en/Electricity-market/

[11] Website of the Norwegian Water Resources and Energy Directorate ('Lover og forskrifter'), accessed on 18th March 2015
Available at: http://www.nve.no/no/Om-NVE/Lover-og-forskrifter/

[12] Norwegian Water Resources and Energy Directorate (2013). National report 2012, p.3.
Available at:
http://www.ceer.eu/portal/page/portal/EER_HOME/EER_PUBLICATIONS/NATIONAL_REPORTS/National%20Reporting%202013/NR_En/C13_NR_Norway-EN.pdf

[13] Energy Act 1990-06-29-50 (relating to the generation, conversion, transmission, trading, distribution and use of energy, etc., Lov-1990-06-29-50)
Available at: https://lovdata.no/dokument/NL/lov/1990-06-29-50

[14] The Electricity Certificate Act 2011-06-24-39 (Lov-2011-06-24-39)
Available at: https://lovdata.no/dokument/NL/lov/2011-06-24-39

[15] Regulation on metering, settlement invoicing of network and electricity services, neutrality of network companies etc.
Available at: https://lovdata.no/dokument/SF/forskrift/1999-03-11-301

[16] Regulation on economic and technical reporting, allowed income for network companies and tariffs
Available at: https://lovdata.no/dokument/SF/forskrift/1999-03-11-302

[17] Law on Information and cooling to remote sales and sales outside of fixed business premises (consumer law)
Available at: https://lovdata.no/dokument/NL/lov/2014-06-20-27

NOTES

POLAND

MARKET SHARE BREAKDOWN[1]:

PGE Polska Grupa Energetyczna SA: 39%
Tauron Polska Energia: 14%
Others: 47%

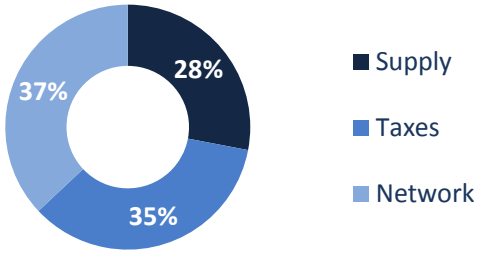
YEAR OF MARKET OPENING[2]:

2007

REGULATED PRICES FOR HOUSEHOLDS[3]:

Yes

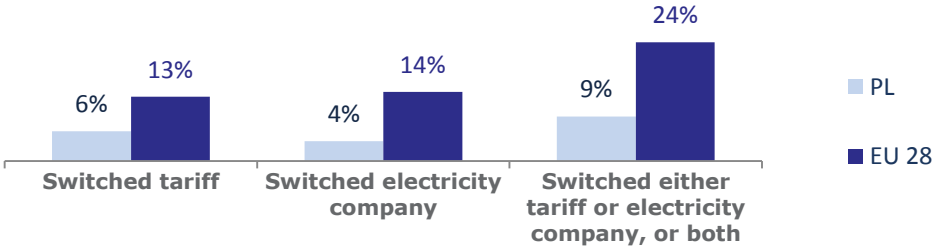
BREAKDOWN OF PRICE



The breakdown shown is for domestic consumers with electricity consumption between 1,000 and 3,500 kWh/year.
Source: National regulator's dataset - Price collection exercise, 2014/15 (Ipsos, London Economics, Deloitte Consortium)

SWITCHING

Consumers who reported having switched **at least once** in the past three years (spring 2012 to spring 2015)



Source: Consumer survey, February-June 2015 (Ipsos, London Economics, Deloitte Consortium)

COMPLAINTS HANDLING & ENFORCEMENT

In 2014, a "Checklist of Electricity Consumer Rights" was produced based on cooperation between the Energy Regulatory Office (ERO), the Office for Competition and Consumer Protection (OCCP), consumer organisations and industry representatives. It was decided that the document would be provided by suppliers to each household consumer as well as being made available in the Public Information Bulletin of ERO[4] and at the ERO website.

Under Art. 8.1. of the Energy Law, requests for arbitration may be submitted to ERO in case of issues with: grid connection, contracts of sale, transmission and distribution contract, and unjustified suspension of energy supply.[5]

ERO also has a mandate to control customer service quality and supply standards.[6] In 2012, ERO set up in its structure a single point of contact in order to provide consumers with adequate information, especially concerning supplier switching rules, consumer rights and forms of protection against unfair commercial practices.

The OCCP is the central government body for consumer protection and competition issues, focussing on practices infringing collective consumer interests (e.g. abusive clauses used in consumers contracts). In 2011, there were several anti-monopoly authority interventions in the electricity market, which were concluded with a relevant administrative decision. These cases involved the abuse of a dominant position by entrepreneurs (five cases) and practices of companies violating the collective interests of consumers (one case).[7] In 2013, nearly 50 cases suggestive of illegal actions of companies were submitted to the President of OCCP for evaluation.[8] In 2014, there were 91 such cases and, in 2015, there were more than 100 cases.[9]

Free assistance for individual cases is also provided by the following non-governmental consumer organisations: Association of Polish Consumers, Consumer Federation and local consumer ombudsmen.

Information on consumer rights and obligations is available on the OCCP website (www.uokik.gov.pl).[10]

VULNERABLE CONSUMERS/ENERGY POVERTY

The definition of vulnerable consumer was introduced in the amendment of the Energy Law Act, which entered into force on 11th September 2013. A vulnerable consumer in the context of the energy sector is "a person who is granted a rent supplement and is a party to a supplier or complex agreement with an energy enterprise and whose place of residence is an energy supply destination".[11] Under Article 5f of the Energy Law Act, the payment of the energy supplement to vulnerable energy consumers is the responsibility of the government administration. The energy supplement is paid by the local authorities at the request of the vulnerable consumer, and the vulnerable consumer has a right to installation of a prepayment meter.[12]

European Commission

MATRIX OF RIGHTS

REGULATORY FRAMEWORK

The main and most important act regulating the energy market in Poland is the Energy Law Act of 10th April 1997. In October 2012, the Polish Parliament officially launched proceedings to amend the Energy Law Act to introduce the provisions of the 2012/27/EU Directive.[13] On 11th March 2015, the President signed the new Act on Renewable Energy Sources adopted by the Parliament on 20th February 2015. General provisions of the new Act on Renewable Energy Sources entered into force following its publication, while some other provisions entered into force on 1st January 2016.[14]
The Energy Efficiency Act of 15th April 2011 stipulates in Art. 4 par. 1 that final energy savings of at least 9% of the average domestic consumption of energy per year are to be achieved by 2016.[15]

Poland has a large number of relevant laws regarding the energy sector:

- Constitution of the Republic of Poland of 2nd April 1997[16];
- Civil Code Act of 23rd April 1964[17];
- Energy Law Act of 10th April 1997[18];
- Energy Efficiency Act of 15th April 2011[19];
- Act on Renewable Energy Sources of 20th February 2015[20];
- Energy Law of 10th April 1997[21];
- Act on Trade Inspection of 15th December 2000[22];
- Act of Energy Characteristics in Buildings of 29th September 2014[23];
- Unfair Commercial Practices Act of 23rd August 2007[24];
- Act on Combating Unfair Competition of 16th February 1993[25];
- Act on Consumers Rights of 30th May 2014[26];
- Law on Competition and Consumers Protection of 16th February 2007[27];
- Act on supporting thermo-modernization and repairs of 21st November 2008[28];
- Act on protection of certain consumer rights and liability for the damage caused by hazardous products of 1st July 2000[29];
- Regulation of the Minister of Economic Affairs on the detailed rules for setting and calculating tariffs and financial settlements in electricity trading of 2nd July 2007[30].

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To choose your supplier and enter into contract with any EU electricity supplier offering services to you	**Energy Law of 10th April 1997, as amended (Journal of Laws of 1997 item 54 position 348), Art. 4j. 1**
To change your energy supplier in an easy and quick way, without extra charges	**Energy Law, Art. 4j. 6 (21 days); Art. 4j. 3i 3a (without extra charges)**
To receive clear information on your energy contract before signing, and advance notice if any changes are made to the contract, with the possibility to end the contract if you do not accept the new conditions	**Energy Law, Art. 5.5**
To withdraw from a new contract within at least seven days* if the contract was concluded outside the supplier's business premises or by distance means of communication (such as Internet or telephone) * 14 days if the Consumer Rights Directive applies	**Consumer Protection Act of 30th May 2014, Art. 27**
To have access to accurate information on your energy consumption and therefore regulate your energy consumption	**Energy Law, Art. 5. 6c**
To be properly informed on the benefits of using equipment and vehicles using renewable energy	**Energy Law, Art. 5. 6a**
To be properly informed on how much energy you use and how to use energy more efficiently	**Energy Law, Art. 5. 6c**
To receive adequate protection if you are defined as a "vulnerable consumer" by relevant national legislation	**Energy Law, Art. 5c & Art. 5g**
To file a complaint to your energy supplier and, in the event your complaint is not managed to your satisfaction, send your complaint to an independent body for an inexpensive, prompt and fair out-of-court settlement	**Energy Law, Art. 5. 6d**
To receive information about the energy efficiency of the property you wish to buy or rent	**Act on Trade Inspection of 15th December 2000**

European Commission

MAIN BODIES

MAIN BODIES	NAME AND CONTACT DETAILS
Energy Regulator	**Urzad Regulacji Energetyki (URE)/ Energy Regulatory Office (ERO)** Al. Jerozolimskie 181 02-222 Warszawa Tel.: +48 22 487 55 70 E-mail: ure@ure.gov.pl Website: www.ure.gov.pl
Single Point of Contact	**Urzad Regulacji Energetyki (URE)/ Energy Regulatory Office (ERO)** Tel.: +48 22 244 26 36
National authorities responsible for enforcement of consumer protection legislation (horizontal and sectoral specific – energy)	**Urząd Ochrony Konkurencji i Konsumentów (UOKiK)/Office for Competition and Consumer Protection (OCCP)** Plac Powstańców Warszawy 1 00-950 Warszawa Tel.: +48 22 55 60 800 Website: www.uokik.gov.pl
Bodies with responsibilities relating to competition	**Urząd Ochrony Konkurencji i Konsumentów (UOKiK)/Office for Competition and Consumer Protection (OCCP)**
Alternative Dispute Resolution Entity	**Local consumer ombudsmen** A list is available from the OCCP website at: https://uokik.gov.pl/problemy.php?problem=68&wojewodztwo=0&miasto=&x=24&y=10
Other relevant bodies and consumer organisations	**Stowarzyszenie Konsumentów Polskich/Association of Polish Consumers** ul. Marcina Kasprzaka 49 01-234 Warszawa Tel.: +48 800 889 866 E-mail: sekretariat@konsumenci.org Website: www.konsumenci.org **Federacja KonsumentówConsumer Federation** Ordynacka 11/1 00-364 Warszawa Tel.:+48 22 827 64 81 Website: www.federacja-konsumentow.org.pl

European Commission

[1] President of the Energy Regulatory Office of Poland (2014). National Report
Available at:
http://www.ceer.eu/portal/page/portal/EER_HOME/EER_PUBLICATIONS/NATIONAL_REPORTS/National%20Reporting%202014/NR_En

[2] *Refers to legislative and retail market opening.* ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[3] ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[4] Ministry of Economy (2014). National Energy Efficiency Action Plan for Poland
Available at:
https://ec.europa.eu/energy/sites/ener/files/documents/NEEAP_Poland_ENG_2014_ENER-2014-1003-0-0-EN-TRA-0.pdf

[5] Urząd Regulacji Energetyki (2014), 'Zbiór Praw Konsumenta Energii Elektrycznej'
Available at: http://www.ure.gov.pl/pl/poradnik-odbiorcy/zbior-praw-konsumenta

[6] Urząd Ochrony Konkurencji i Konsumentów (2011), 'Pozycja konsumenta na rynku energii elektrycznej'
Available at: http://www.uokik.gov.pl/aktualnosci.php?news_id=2678

[7] Urząd Ochrony Konkurencji i Konsumentów (2011), 'Pozycja konsumenta na rynku energii elektrycznej'
Available at: http://www.uokik.gov.pl/aktualnosci.php?news_id=2678

[8] Urząd Regulacji Energetyki (2014), 'Biuletyn Urzędu Regulacji Energetyki – 02/2014'
Available at: http://www.ure.gov.pl/pl/publikacje/biuletyn-urzedu-regula/5711,Biuletyn-Urzedu-Regulacji-Energetyki-2014.html

[9] Data from the national regulator

[10] Urząd Regulacji Energetyki (2014), 'Zbiór Praw Konsumenta Energii Elektrycznej'
Available at: http://www.ure.gov.pl/pl/poradnik-odbiorcy/zbior-praw-konsumenta

[11] Stakeholder survey conducted in 2015

[12] Stakeholder survey conducted in 2015

[13] Urząd Regulacji Energetyki (2014), 'Biuletyn Urzędu Regulacji Energetyki – 02/2014'
Available at: http://www.ure.gov.pl/pl/publikacje/biuletyn-urzedu-regula/5711,Biuletyn-Urzedu-Regulacji-Energetyki-2014.html

[14] Lexology, Article (2015) 'New act on renewable energy sources'
Available at: http://www.lexology.com/library/detail.aspx?g=e30b5c57-b919-49b4-8df8-f75af0489f89

[15] ClientEarth (2014), 'Polish system of white certificates to change'
Available at: http://www.clientearth.org/climate-energy/climate-energy-publications/polish-system-of-white-certificates-to-change-2611

[16] Constitution of the Republic of Poland of 2nd April 1997 (Journal of Laws of 1997 item 78 position 483) available at the Internet System of Legal Acts at:
http://isap.sejm.gov.pl/VolumeServlet?type=wdu, accessed on 11th January 2016

[17] Civil Code Act of 23rd April 1964 (Journal of Laws of 1965 item 16 position 93) available at the Internet System of Legal Acts at:
http://isap.sejm.gov.pl/VolumeServlet?type=wdu, accessed on 11th January 2016

[18] Energy Law Act of 10th April 1997 (Journal of Laws of 1997 item 54 position 348) available at the Internet System of Legal Acts at:
http://isap.sejm.gov.pl/VolumeServlet?type=wdu, accessed on 11th January 2016

[19] Energy Efficiency Act of 15th April 2011 (Journal of Laws of 2011 item 94 position 551) available at the Internet System of Legal Acts at:
http://isap.sejm.gov.pl/VolumeServlet?type=wdu, accessed on 11th January 2016

NOTES

[20] Act on Renewable Energy Sources of 20th February 2015 (Journal of Laws of 2015 item 0 position 478) available at the Internet System of Legal Acts at: http://isap.sejm.gov.pl/VolumeServlet?type=wdu, accessed on 22nd April 2016

[21] Energy Law of 10th April 1997 , as amended (Journal of Laws of 1997 item 54 position 348) available at the Internet System of Legal Acts at: http://isap.sejm.gov.pl/VolumeServlet?type=wdu, accessed on 11th January 2016

[22] Act on Trade Inspection of 15th December 2000 (Journal of Laws of 2001 item 4 position 25) available at the Internet System of Legal Acts at: http://isap.sejm.gov.pl/VolumeServlet?type=wdu, accessed on 11th January 2016

[23] Act of Energy Characteristics in Buildings of 29th September 2014 (Journal of Laws of 2014 item 0 position 1200) available at the Internet System of Legal Acts at: http://isap.sejm.gov.pl/VolumeServlet?type=wdu, accessed on 11th January 2016

[24] Unfair Commercial Practices Act of 23rd August 2007 (Journal of Laws of 2007 item 71 position 1206) available at the Internet System of Legal Acts at: http://isap.sejm.gov.pl/VolumeServlet?type=wdu, accessed on 11th January 2016

[25] Act on Combating Unfair Competition of 16th February 1993 (Journal of Laws of 2003 item 153 position 1503) available at the Internet System of Legal Acts at: http://isap.sejm.gov.pl/VolumeServlet?type=wdu, accessed on 11th January 2016

[26] Act on Consumers Rights of 30th May 2014 (Journal of Laws of 2014 item 0 position 872) available at the Internet System of Legal Acts at: http://isap.sejm.gov.pl/VolumeServlet?type=wdu, accessed on 11th January 2016

[27] Law on Competition and Consumers Protection of 16th February 2007 (Journal of Laws of 2007 item 50 position 331) available at the Internet System of Legal Acts at: http://isap.sejm.gov.pl/VolumeServlet?type=wdu, accessed on 11th January 2016

[28] Act on supporting thermo-modernization and repairs of 21st November 2008 (Journal of Laws of 2008 item 223 position 1459) available at the Internet System of Legal Acts http://isap.sejm.gov.pl/VolumeServlet?type=wdu, accessed on 11th January 2016

[29] Act on protection of certain consumer rights and liability for the damage caused by hazardous products of 1st July 2000 (Journal of Laws of 2000 item 22 position 271) available at the Internet System of Legal Acts at: http://isap.sejm.gov.pl/VolumeServlet?type=wdu, accessed on 11th January 2016

[30] Regulation of the Minister of Economic Affairs on the detailed rules for setting and calculating tariffs and financial settlements in electricity trading of 2nd July 2007 (Journal of Laws of 2007, item 128 position 895) available at the Internet System of Legal Acts at: http://isap.sejm.gov.pl/VolumeServlet?type=wdu, accessed on 11th January 2016

NOTES

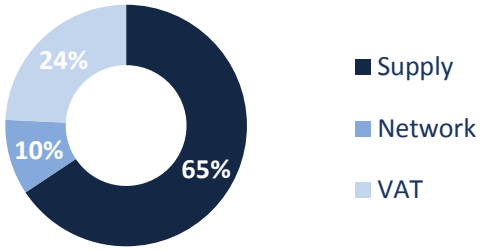
PORTUGAL

MARKET SHARE BREAKDOWN[1]:
EDP Comercial: 86%
GALP: 5%
Endesa: 5%
Iberdrola: 2%
Others: 2%

YEAR OF MARKET OPENING[2]:
2006

REGULATED PRICES FOR HOUSEHOLDS[3]:
Yes

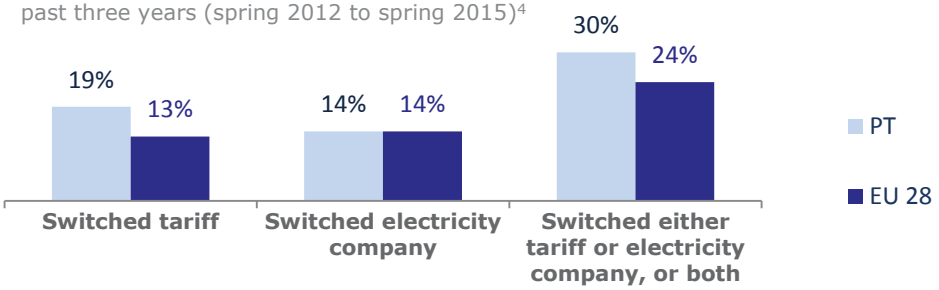
BREAKDOWN OF PRICE



The breakdown shown is for domestic consumers with electricity consumption between 1,000 and 3,500 kWh/year.
Source: National regulator's dataset - Price collection exercise, 2014/15 (Ipsos, London Economics, Deloitte Consortium)

SWITCHING

Consumers who reported having switched **at least once** in the past three years (spring 2012 to spring 2015)[4]



Source: Consumer survey, February-June 2015 (Ipsos, London Economics, Deloitte Consortium)

COMPLAINTS HANDLING & ENFORCEMENT

The authority in charge of managing electricity consumer issues is the national regulator (ERSE). Regarding the complaint process, the consumer should first present their complaint to the supplier. If the issue is not resolved, the consumer can contact ERSE by filing an official complaint ("*reclamação*")[5].

Claims to the supplier and to ERSE are handled free of charge. The ERSE website contains a section "*Portal do Consumidor*" detailing consumer rights and addressing frequent consumer issues. It also provides further information on various channels that can be contacted for extrajudicial resolution of litigations (including several consumer associations):

- ANMP – Associação Nacional de Municípios Portugueses (www.anmp.pt)
- DGC - Direcção Geral do Consumidor (www.consumidor.pt)
- DGEG - Direcção Geral de Energia e Geologia (www.dgge.pt)
- DECO – Associação Portuguesa para a Defesa do Consumidor (www.deco.pt)
- FENACOOP – Federação Nacional das Cooperativas de Consumo (www.consumo-pt.coop/fenacoop)
- GRAL – Gabinete para a Resolução Alternativa de Litígios (www.gral.mj.pt)
- UGC – União Geral dos Consumidores (www.sintap.pt)

VULNERABLE CONSUMERS/ENERGY POVERTY

The concept of "vulnerable consumer in electricity" was established for the first time in Portuguese legislation by Article 2 §1 of Decree Law 138-A of 28th December 2010. Benefits are available to "vulnerable consumers" who have a contract in their own name, exclusively for domestic use in permanent housing, with contracted power up to 6.9 kVA.

The consumers eligible to receive the social tariff include those who are beneficiaries of the Solidarity Supplement for the Elderly, Social Income Insertion, Social Subsidy for Unemployment, Family Allowance for Children and Youth, Social Disability Pensions or Social Elderly Pension. In addition, consumers may also be eligible if their annual income is below a defined level of income ("rendimento anual máximo") that is set and fixed by law, and takes into account the total income of the household (per capita)[6]. All suppliers are able to apply the social tariff discount to the beneficiaries of any of the social payments mentioned above. To this end, the consumer has to contact the supplier, who is then responsible for confirming the customer's eligibility with the Social Security and Tax authorities.

European Commission

MATRIX OF RIGHTS

REGULATORY FRAMEWORK

In Portugal, the 3rd Energy Package was transposed fully into Portuguese law by Decree Laws n° 215-A/2012 and n° 215-B/2012. The first steps to open the electricity market to competition began in 2006 with the transposition into Portuguese law of European Directive 96/92/CE by Decree Law n° 29/2006, 15th February 2006, relating to the organisation of the electricity market. In addition, in 2007, a common Iberian peninsula electricity market (MIBEL) was launched, a joint initiative of the Spanish and Portuguese 7

The main legislation and regulations conferring consumer rights in the electricity market are the following:

- Commercial Relations Regulation of the Electricity Sector[8];
- Decree Law n°29/2006, 15th February 2006[9];
- Decree Law 138-A, 28th December 2010[10];
- Law 47/2014, amending the Consumer Protection Law[11];
- Decree Law nº 215-A/2012[12];
- Decree Law nº 215-B/2012[13].

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To choose your supplier and enter into contract with any EU electricity supplier offering services to you	**Article 53 §1 of Decree Law n°29/2006, 15th February 2006**
To change your energy supplier in an easy and quick way, without extra charges	**Article 53 §2 of Decree Law n°29/2006, 15th February 2006**
To receive clear information on your energy contract before signing, and advance notice if any changes are made to the contract, with the possibility to end the contract if you do not accept the new conditions	**Art. 54 of Decree Law of Decree Law n°29/2006, 15th February 2006 about the right of information of the consumers. Point a) to e)** **Art. 101 and Art. 102 of Commercial Relations Regulation of the Electricity Sector**
To withdraw from a new contract within at least seven days* if the contract was concluded outside the supplier's business premises or by distance means of communication (such as Internet or telephone) * 14 days if the Consumer Rights Directive applies	**Art. 10 of Decree Law 24/2014 for distance contracts** **Art. 9 of Law 47/2014, amending the Consumer Protection Law**
To have access to accurate information on your energy consumption and therefore regulate your energy consumption	**Art. 54 c) and d) of Decree Law n°29/2006, 15th February 2006**
To be properly informed on the benefits of using equipment and vehicles using renewable energy	**Art. 7 of Decree Law n°29/2006, 15th February 2006**
To be properly informed on how much energy you use and how to use energy more efficiently	**Art. 9, Art. 54 d) and Art. 55 c) of Decree Law n°29/2006, 15th February 2006**
To receive adequate protection if you are defined as a "vulnerable consumer" by relevant national legislation	**Art. 7 of Decree Law 138-A (amended by the Decree Law 172/2014) sets the information obligations regarding social tariffs**
To file a complaint to your energy supplier and, in the event your complaint is not managed to your satisfaction, send your complaint to an independent body for an inexpensive, prompt and fair out-of-court settlement	**Art. 53 §2 d) of Decree Law n°29/2006, 15th February 2006**
To receive information about the energy efficiency of the property you wish to buy or rent	**Art. 6 §2/3 of Decree Law n°29/2006, 15th February 2006**

European Commission

MAIN BODIES	NAME AND CONTACT DETAILS
Energy Regulator	**Entidade Reguladora dos Serviços Energéticos (ERSE)/Energy Services Regulatory Authority** R. D. Cristóvão da Gama, 1 3º 1400-113 Lisboa Tel.: +351 21 303 32 00 Fax: +351 21 303 33 201 E-mail: erse@erse.pt Website: www.erse.pt
Single Point of Contact	**Entidade Reguladora dos Serviços Energéticos (ERSE)/Energy Services Regulatory Authority**
National authorities responsible for enforcement of consumer protection legislation (horizontal and sectoral specific – energy)	**Direção Geral do Consumidor (DGC)/General Directorate for Consumers** Av. Praça Duque de Saldanha, nº 31 – 1º, 2º, 3º e 5º 1069-013 Lisboa Tel.: + 351 21 356 46 00 Fax: + 351 21 356 47 19 E-mail: naeri@ic.pt Website: www.consumidor.pt
Bodies with responsibilities relating to competition	**Autoridade da Concorrência (AdC)/Competition Authority** Av. de Berna, 19 1050-037 Lisboa Tel.: + 351 21790 20 00 Fax: + 351 21 790 20 99 E-mail: adc@autoridadedaconcorrencia.pt Website: www.concorrencia.pt
Alternative Dispute Resolution Entity	**Gabinete para a Resolução Alternativa de Litígios (GRAL), A Direcção-Geral da Política de Justiça (DGPJ)** Av. D. João II, n.º 1.08.01 E, Torre H, Pisos 1 a 3 1990-097 Lisboa Tel.: +351 217 924 000 Fax.: +351 217 924 090 Fax (IP): +351 213 506 017 E-mail: correio@dgpj.mj.pt Website: www.dgpj.mj.pt/sections/gral

MAIN BODIES	NAME AND CONTACT DETAILS
Other relevant bodies and consumer organisations	**Associação Portuguesa para a Defesa do Consumidor (DECO)/Portuguese Association for Consumer Protection** R. Artilharia 1, 79-4º 1269-160 Lisboa Tel.: +351 21 371 0200 Fax: +351 21 371 0299 E-mail: decolx@deco.pt Website: www.deco.proteste.pt **União Geral de Consumidores (UGC)/General Union of Consumers** R. Damasceno Monteiro, 114-1º 1170-113 Lisboa Tel.: +351 21 012 2631 Website: www.ucg.pt **Associação de Consumidores de Portugal (ACOP)/Consumers Association of Portugal** R. Vilaça da Fonseca, 5, Villa Cortez 3020-053 Coimbra Tel.: +351 239 404840 Fax: +351 239 404738 E-mail: acop.geral@mail.telepac.pt Website: acop.planetaclix.pt **Associação Nacional de Municípios Portugueses (ANMP)/National Association of Portuguese Municipalities** Av. Marnoco e Sousa, 52 3004-511 Coimbra Tel.: 239 40 44 34 Fax: 239 701 760 / 862 Website: www.anmp.pt **Direcção Geral de Energia e Geologia (DGEG)/Directorate General for Energy and Geology** Av. 5 de Outubro, nº 208 1069-203 Lisboa Tel.: +351 217 922 700/217 922 800 Fax: +351 217 939 540 E-mail: energia@dgeg.pt Website: www.dgeg.pt **Federação Nacional das Cooperativas de Consumo (FENACOOP)/National Federation of Consumer Cooperatives** Av. Santos Dumont, 57, 2º Esqº 1050-202 Lisboa Tel.: +351 218 123 525/265 799 059 Fax: +351 265 701 159 E-mail: fenacoop@consumo-pt.coop Website: www.consumo-pt.coop/fenacoop

[1] Data from the national regulator

[2] *Refers to legislative and retail market opening.* ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014 Available at: http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[3] ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014 Available at: http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[4] The national regulator commented on the switching rates measured in the consumer survey and reported that, based on their own market monitoring, a switching rate of 31% was observed. It is, however, unclear how this rate was calculated.

[5] ERSE (2015). Reclamação, accessed in May 2015.
Available at:
http://www.erse.pt/consumidor/electricidade/falarcomaerse/apresentarumareclamacao/paginas/formulariorecl.aspx

[6] ERSE (2015). Tarifa Social Na Eletricidade - Aspetos principais, accessed in May 2015.
Available at:
http://www.erse.pt/consumidor/Documents/Tarifa%20Social%20e%20ASECE/Tarifa%20social%20na%20eletricidade%202015.pdf

[7] ERSE. MIBEL – Iberian Electricity Market, accessed in June 2015
Available at: http://www.erse.pt/eng/electricity/MIBEL/Paginas/default.aspx

[8] Commercial Relations Regulation of the Electricity Sector, accessed on 14th January 2016
Available at:
http://www.erse.pt/pt/electricidade/regulamentos/relacoescomerciais/Documents/RRC%20Livro.pdf

[9] Decree Law n°29/2006, 15th February 2006, accessed on 14th January 2016
Available at: http://www.iapmei.pt/iapmei-leg-03.php?lei=4153

[10] Decree Law 138-A, 28th December 2010, accessed on 14th January 2016
Available at:
https://www.edpsu.pt/pt/destaques/documentos%20de%20destaque/DL138-Dez2010.pdf

[11] Law 47/2014, amending the Consumer Protection Law, accessed on 14th January 2016
Available at:
http://www.pgdlisboa.pt/leis/lei_mostra_articulado.php?tabela=leis&nid=2196&pagina=1&ficha=1

[12] Decree Law nº 215-A/2012, accessed on 14th January 2016
Available at: http://energiasrenovaveis.com/images/upload/DL215A2012.pdf

[13] Decree Law nº 215-B/2012, accessed on 14th January 2016
Available at: http://energiasrenovaveis.com/images/upload/DL215B2012.pdf

NOTES

ROMANIA

MARKET SHARE BREAKDOWN[1]:

Electrica Furnizare: 22%
Enel Energie: 10%
ENEL Energie Muntenia: 10%
E.ON Energie Romania: 8%
CEZ Vanzare: 8%
Tinmar Ind: 5%
Others (<3% each): 37%

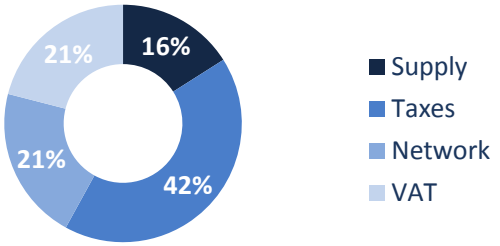
YEAR OF MARKET OPENING[2]:

2007

REGULATED PRICES FOR HOUSEHOLDS[3]:

Yes

BREAKDOWN OF PRICE

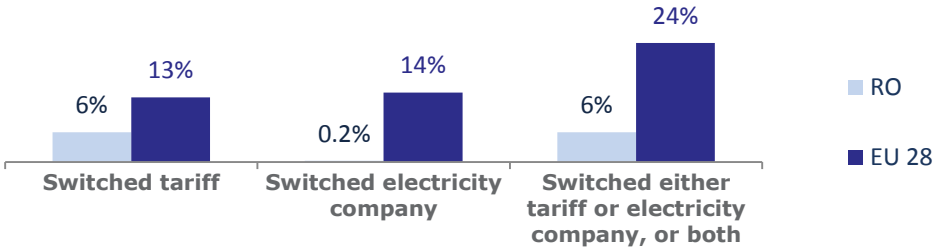


The breakdown shown is for domestic consumers with electricity consumption between 1,000 and 3,500 kWh/year.

Source: National regulator's website - Price collection exercise, 2014/15 (Ipsos, London Economics, Deloitte Consortium)

SWITCHING

Consumers who reported having switched **at least once** in the past three years (spring 2012 to spring 2015)



Source: Consumer survey, February-June 2015 (Ipsos, London Economics, Deloitte Consortium)

COMPLAINTS HANDLING & ENFORCEMENT

According to art. 2 of Government Ordinance no. 27/2002 regulating the resolution of petitions[4], the consumer has the right to make a claim to any public authority and institution when facing an issue with a trader (e.g. electricity supplier). The website of the Regulatory Authority for Energy (ANRE) has a section for consumers, on which it gives a contact page for "petitions" where consumers can register complaints regarding suppliers. The contact page contains a submission form that asks consumer to identify their supplier[5].

According to art. 2.2 of Government Ordinance no. 21/1992 on consumer protection[6], consumers in Romania can also make a claim to the National Authority for Consumer Protection (ANPC). Individuals have to identify themselves and the issue that is the subject of the claim and proceed with an online submission or a written complaint[7]. Usually ANPC sends energy complaints to ANRE to be solved[8].

VULNERABLE CONSUMERS/ENERGY POVERTY

The Law no. 123/2012 defines a vulnerable consumer as "the final consumer belonging to a certain category of households' clients, which for reasons of age, health or wage can be at risk of social marginalisation and because of this they can benefit from measures of social protection and other kind of benefits". Article 64 (3) from the same law stipulates that in the case that the consumer belongs to the category "vulnerable consumers", the supplier is prohibited from disconnecting their electricity supply[9].

Vulnerable customers are also defined as household consumers with low income within the limits laid down in the Government Ordinance no. 27/2013[10].

According to Law no. 116/2002, the local authorities have the obligation to ensure that necessary services for survival (like water, electricity, natural gas) are provided to people considered as "in need" or "marginalised". To do this the local authorities need to agree with the energy suppliers to support a part/or the totality of the energy cost for people belonging to this social category. According to this law, energy is considered as a necessity service.

In Romania, households with certain characteristics are granted access to the social tariff. In 2013, the percentage of domestic consumers who opted for this tariff was 12% of the total number[11].

Regarding disconnection, vulnerable consumers are not disconnected during winter season. There is also a supplier of last resort for households[12].

European Commission

MATRIX OF RIGHTS

REGULATORY FRAMEWORK

The Electricity and Natural Gas Law no. 123/2012, transposed both Directives 2009/72/EC and 2009/73/EC[13] into the national legislative system in 2012. Additionally, the Regulatory Authority for Energy (ANRE) contributed to the ongoing modernisation of the electricity market[14].

The main legislation concerning retail consumers of electricity:

- Law no. 123/2012 on electricity and natural gas[15];
- ANRE Orders no. 35/2013[16], 61/2013[17], 85/2014[18] and 150/2015[19];
- Government Emergency Ordinance no. 34/2014 on consumer rights in contracts with professionals and amending and supplementing certain acts[20];
- Government Ordinance no. 21/1992 on consumer protection[21];
- Law no. 121/2014 on energy efficiency[22].

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To choose your supplier and enter into contract with any EU electricity supplier offering services to you	**Law 123/2012 (modified in 2014) Art. 62 (1) g)**
To change your energy supplier in an easy and quick way, without extra charges	**Law 123/2012 (modified in 2014) Art. 62 (1) h) and Art. 145 (4) h)**
To receive clear information on your energy contract before signing, and advance notice if any changes are made to the contract, with the possibility to end the contract if you do not accept the new conditions	**Law 123/2012 (modified in 2014) Art. 62 (1) h3) and Art. 145 (4)e)**
To withdraw from a new contract within at least seven days* if the contract was concluded outside the supplier's business premises or by distance means of communication (such as Internet or telephone) * 14 days if the Consumer Rights Directive applies	**Government Emergency Ordinance no. 34/2014 applies to energy**
To have access to accurate information on your energy consumption and therefore regulate your energy consumption	**Law 123/2012 (modified in 2014) Art. 62 (1) h9) and Art. 145 (4) p)**
To be properly informed on the benefits of using equipment and vehicles using renewable energy	**Law 123/2012 (modified in 2014) Chapter V (Art. 74)**
To be properly informed on how much energy you use and how to use energy more efficiently	**Law 123/2012 (modified in 2014) Art. 66 (1),(2)**
To receive adequate protection if you are defined as a "vulnerable consumer" by relevant national legislation	**Law 123/2012 (modified in 2014) Art. 64 (1),(2),(3)**
To file a complaint to your energy supplier and, in the event your complaint is not managed to your satisfaction, send your complaint to an independent body for an inexpensive, prompt and fair out-of-court settlement	**Law 123/2012 (modified in 2014) Art. 62 (1) h6) and Art. 145 (4) j)**
To receive information about the energy efficiency of the property you wish to buy or rent	**Law no. 121/2014, Art. 2 (2) c)**

European Commission

MAIN BODIES

MAIN BODIES	NAME AND CONTACT DETAILS
Energy Regulator	**Autoritatea Nationala de Reglementare in domeniul Energiei (ANRE)/Regulatory Authority for Energy** Str. Constantin Nacu nr. 3, Bucureşti, Sector 2, 020995 Tel.: +40 21-327.81.74; + 40021-327.81.00 Fax: +40 21-312.43.65. E-mail: anre@anre.ro Website: www.anre.ro
Single Point of Contact	**Autoritatea Nationala de Reglementare in domeniul Energiei (ANRE)/Regulatory Authority for Energy**
National authorities responsible for enforcement of consumer protection legislation (horizontal and sectoral specific – energy)	**Autoritatea naţională pentru protecţia consumatorilor (ANPC)/National Authority for the Protection of Consumers** Bulevardul Aviatorilor nr. 72, Bucureşti, Sector 1 Tel.: +40 21-307.67.8472 Fax: +40 21-314.34.62 Email: office@anpc.ro Website: www.anpc.gov.ro
Bodies with responsibilities relating to competition	**Autoritatea naţională pentru protecţia consumatorilor (ANPC)/National Authority for the Protection of Consumers**
Alternative Dispute Resolution Entity	**Instituţia Avocatul Poporului/Romanian Ombudsman** 3 Eugenia Carada Street, Bucureşti, Sector 3 Tel.: +40 21-312.71.34 E-mail: avp@avp.ro Website: www.avp.ro
Other relevant bodies and consumer organisations	**Asociaţia pentru Protecţia Consumatorilor din România/Association for Consumers Protection** Nicolae Balcescu 32-34, 4th floor, ap. 16 Bucharest, 010055 Tel.: +40 21-311.02.43 E-mail: office@apc-romania.ro Website: www.apc-romania.ro

[1] ANRE (2014), Annual National Report 2013
Available at: http://www.anre.ro/en/about-anre/annual-reports-archive

[2] *Refers to legislative and retail market opening.* ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014, available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[3] ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014, available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[4] Government Ordinance no. 27/2002 on regulating the settlement of petitions, approved with amendments and completions by Law no.233 / 2002. Accessed on 18th January 2016, available at: http://www.ratb.ro/docpdf/og27-2002.pdf

[5] See relevant page of ANRE website, accessed on 18th January 2016 at:
http://www.anre.ro/ro/contact/depunerea-unei-petitii

[6] Ordinance no. 21/1992 on consumer protection. Accessed on 18th January 2016, available at: http://lege5.ro/Gratuit/gezdiobygm/ordonanta-nr-21-1992-privind-protectia-consumatorilor

[7] Information retrieved from ANRE website, 'Cum se depune o reclamatie'. Accessed on 18th January 2016, available at: http://www.anpc.gov.ro/articol/536/cum-se-depune-o-reclamatie

[8] Data from the national regulator

[9] ANRE (2014), Annual national report 2013
Available at: http://www.anre.ro/en/about-anre/annual-reports-archive

[10] Insight Energy (May 2015), Energy poverty and vulnerable consumers in the energy sector across the EU: analysis of policies and measures
Available at:
https://ec.europa.eu/energy/sites/ener/files/documents/INSIGHT_E_Energy%20Poverty%20-%20Main%20Report_FINAL.pdf

[11] ANRE (2014), Annual report 2013
Available at: http://www.anre.ro/en/about-anre/annual-reports-archive

[12] Stakeholder survey completed in 2015

[13] Directive 2009/72/EC on common rules for the electricity market and Directive 2009/73/EC on common rules for the gas market

[14] Colesca, S. E., & Ciocoiu, C. N. (2013). 'An overview of the Romanian renewable energy sector'. Renewable and Sustainable Energy Reviews, 24, pp. 149-158

[15] Law no. 123/2012 electricity and natural gas, accessed on 14th January 2016 at:
http://www.executie-instalatii-gaze.ro/files/_pdf/Legea_123_2012_a_energiei_electrice_si_a_gazelor_naturale.pdf

[16] ANRE Order no. 35/2013, accessed on 14th January 2016 at:
http://www.legex.ro/Ordin-35-2013-127528.aspx

[17] ANRE Order no. 61/2013, accessed on 14th January 2016 at:
http://www.legex.ro/Ordin-61-2013-128897.aspx

[18] ANRE Order no. 85/2014, accessed on 14th January 2016 at:
http://romaniascout.ro/wp-content/uploads/2014/09/Ordin- ANRE-85-din-10.09.2014-Monitorul-nr.-681-din-18.09.2014.pdf

[19] ANRE Order no. 150/2014, accessed on 14th January 2016 at:
http://romaniascout.ro/wp-content/uploads/2015/04/Ordin-ANRE-150-din-2014-Monitorul-nr.-923-din-18.12.2014.pdf

[20] Government Emergency Ordinance no. 34/2014 on consumer rights in contracts with professionals and amending and supplementing certain acts, accessed on 14th January 2016 at: http://www.anpc.gov.ro/anpcftp/legislatie/oug_34_140616.pdf

[21] Government Ordinance no. 21/1992 on consumer protection, accessed on 14th January 2016 at:
http://www.anpc.gov.ro/anpcftp/legislatie/Ordonanta%20nr.%2021(r2)%20din%201992.html

[22] Law no. 121/2014 on energy efficiency, accessed on 14th January 2016 at:
http://lege5.ro/Gratuit/gqydcobtga/legea-nr-121-2014-privind-eficienta-energetica

NOTES

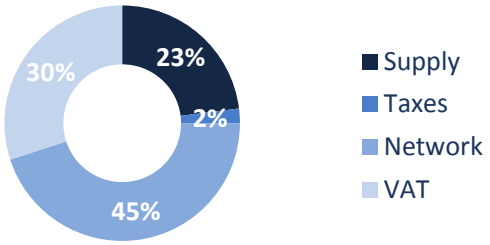
SLOVAKIA

MARKET SHARE BREAKDOWN[1]:
ZSE Energia – 35%
SSE – 22%
VSE – 16%
SE Predaj – 13%
CEZ – 8%
Others – 8%

YEAR OF MARKET OPENING[2]:
2007

REGULATED PRICES FOR HOUSEHOLDS[3]:
Yes

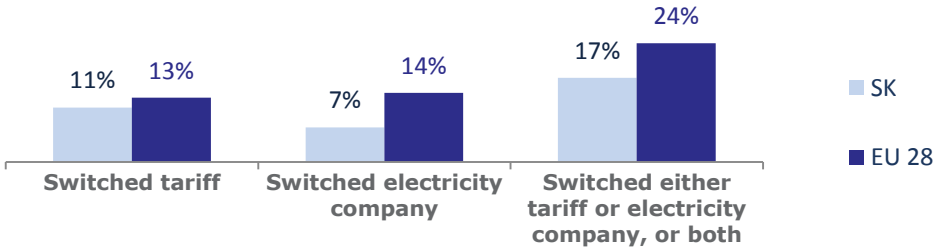
BREAKDOWN OF PRICE



The breakdown shown is for domestic consumers with electricity consumption between 1,000 and 3,500 kWh/year.
Source: Suppliers' websites - Price collection exercise, 2014/15 (Ipsos, London Economics, Deloitte Consortium)

SWITCHING

Consumers who reported having switched **at least once** in the past three years (spring 2012 to spring 2015)



Source: Consumer survey, February-June 2015 (Ipsos, London Economics, Deloitte Consortium)

COMPLAINTS HANDLING & ENFORCEMENT

The enforcement of general energy market rules is in the scope of the national energy regulator (Regulatory Office for Network Industries, or URSO). The regulator is tasked to "protect end-consumers from abuse of the monopolistic energy suppliers' dominant position" and to:

- hear complaints and submissions from participants in electricity, gas, heat and water markets regarding compliance with agreed prices, procedures and conditions stemming from the Regulation Act and Energy Act,
- pay increased attention to complaints coming from physical and legal entities and communicate with them in person, in writing, or by telephone,
- address consumer protection matters,
- elaborate expert opinions, and
- within the competences defined by the law, resolve the disputes between participants of the energy market, while taking into account the protection of consumers in households.[4]

The process of a complaint investigation is as follows:

1. The complaint is assigned internally and the staff member examines whether it contains at least the minimum information about a customer or point of supply, on the basis of which the complaint can be clearly identified and investigated.
2. The evidence is examined to see whether a violation of the existing law has occurred.
3. Internal consultation on technical matters may occur if necessary.
4. Additional consultations with the electricity provider may occur if more data is needed. In this instance, the electricity provider has three working days to respond.
5. A judgement is issued.

The complaint process is usually executed within 30 days.[5]

VULNERABLE CONSUMERS/ENERGY POVERTY

The provisions of Act No. 417/2013 regarding social welfare are applied to assist energy poor consumers. Also, in 2014, URSO has issued a guidance paper on the "concept for protection of customers meeting the criteria for energy poverty".[6]

Under §3 b 17 of the Energy Act a "vulnerable household electricity customer means a household electricity consumer whose vital functions are depending upon the offtake of electricity or who suffers from a severe disability and uses electricity for heating." To establish the condition of consumer vulnerability with respect to electricity supply, the consumer needs to provide the distributor of electricity with the relevant documents to prove that their vital functions depend on electricity or that they suffer from a severe disability and use electricity for heating.[7]

European Commission

MATRIX OF RIGHTS

REGULATORY FRAMEWORK

The Directive 2009/72/EC concerning common rules for the internal market in electricity was implemented by Act No. 251/2012 Coll. on energy and Act No. 250/2012 Coll. on regulation in network industries. Act No. 251/2012 Coll. covers definition and supply regulation while Act No. 250/2012 Coll. on regulation in network industries regulates the network industries as well as the position and competence of the Regulatory Office for Network Industries (URSO). Additionally, Directive 2012/27/EU of the European Parliament and of the Council of 25th October 2012 on energy efficiency is transposed through the Act on energy efficiency.

A list of the main legislation[8] includes:

- Law no. 251/2012 Coll. on energy and on amendments and supplements of certain acts;
- Law no. 250/2012 Coll. on regulation in network industries;
- Law no. 321/2014 Coll. energy efficiency;
- Law no. 309/2009 Z.z. on the promotion of renewable energy sources and high efficiency cogeneration;
- Law no. 657/2004 Z.z. thermal energy;
- Law no. 9/2010 Coll. on complaints;
- Law No. 555/2005 Coll. on energy efficiency of buildings.

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To choose your supplier and enter into contract with any EU electricity supplier offering services to you	**§ 17 (1) a) Law No. 251/2012 Coll. on energy**
To change your energy supplier in an easy and quick way, without extra charges	**§ 17 (9) Law No. 251/2012 Coll. on energy** **§ 35 (1) h) Law No. 251/2012 Coll. on energy**
To receive clear information on your energy contract before signing, and advance notice if any changes are made to the contract, with the possibility to end the contract if you do not accept the new conditions	**§ 17 (1) d) Law No. 251/2012 Coll. on energy** **§ 17 (1) e) Law No. 251/2012 Coll. on energy**
To withdraw from a new contract within at least seven days* if the contract was concluded outside the supplier's business premises or by distance means of communication (such as Internet or telephone) * 14 days if the Consumer Rights Directive applies	**§ 17 (1) e) (1) Law No. 251/2012 Coll. on energy** **§ 17 (3) Law No. 251/2012 Coll. on energy**
To have access to accurate information on your energy consumption and therefore regulate your energy consumption	**§ 28 (3) x) Law No. 251/2012 Coll. on energy** **§ 35 (1) g) and i) Law No. 251/2012 Coll. on energy**
To be properly informed on the benefits of using equipment and vehicles using renewable energy	**§ 18c (5) d Law No. 309/2009 Coll. on the promotion of renewable energy sources and high efficiency cogeneration**
To be properly informed on how much energy you use and how to use energy more efficiently	**§ 28 (3) x) Law No. 251/2012 Coll. on energy** **Law No. 321/2014 Coll. energy efficiency**
To receive adequate protection if you are defined as a "vulnerable consumer" by relevant national legislation	**§ 3 b) (17) Law No. 251/2012 Coll. on energy** **§ 31 (3) o) Law No. 251/2012 Coll. on energy**
To file a complaint to your energy supplier and, in the event your complaint is not managed to your satisfaction, send your complaint to an independent body for an inexpensive, prompt and fair out-of-court settlement	**§ 37 Law 250/2012 on regulation in network industries**
To receive information about the energy efficiency of the property you wish to buy or rent	**§ 8 Law No. 555/2005 Coll. on energy efficiency of buildings**

European Commission

MAIN BODIES	NAME AND CONTACT DETAILS
Energy Regulator	**Úrad pre reguláciu sieťových odvetví (URSO)/Regulatory Office for Network Industries** Bajkalská 27, 820 07 Bratislava 27 Tel.: +421 2 581 004 11 Fax: +421 2 581 004 79/74 E-mail: urso@urso.gov.sk Website: www.urso.gov.sk
Single Point of Contact	**Úrad pre reguláciu sieťových odvetví (URSO)/Regulatory Office for Network Industries**
National authorities responsible for enforcement of consumer protection legislation (horizontal and sectoral specific – energy)	**Slovenská obchodná inšpekcia (SOI)/ Slovak Trade Inspection** Prievozská 32, 827 99 Bratislava Tel: +421 2 582 72 203 E-mail: sekretariat@soi.sk Website: www.soi.sk
Bodies with responsibilities relating to competition	**Protimonopolný úrad Slovenskej Republiky/Antimonopoly Office of the Slovak Republic** Drienova 24, 826 03 Bratislava Tel.: +421 2 48 297 111 Fax: +421 2 43 333 572 E-mail: pmusr@antimon.gov.sk Website: www.antimon.gov.sk
Alternative Dispute Resolution Entity	**Úrad pre reguláciu sieťových odvetví (URSO)/Regulatory Office for Network Industries**
Other relevant bodies and consumer organisations	**Združenie slovenských spotrebiteľov/Slovak Consumers' Association** Palisádi 22, 81106 Bratislava Tel.: +421 2 5441 1148 Email: zss@zss.sk Website: www.zss.sk **Spoločnosť ochrany spotrebiteľov/Consumer Protection Society** Partizánska 680, 058 01 Poprad Tel.:+421 52 2861300 Website: www.sospotrebitelov.sk

[1] Energy analytics (2014). 'Energetický trh SR 2013'
Available at: http://www.energia.sk/fileadmin/user_upload/EA-ENERGETICKY-TRH-SR-2013.pdf

[2] *Refers to legislative and retail market opening.* ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[3] ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[4] Website of URSO (http://www.urso.gov.sk)

[5] Stakeholder survey conducted in 2015

[6] URSO (2014). Koncepcia na ochranu odberateľov spĺňajúcich podmienky energetickej chudoby
Available at:
http://www.urso.gov.sk/sites/default/files/Koncepcia%20na%20ochranu%20odberatelov%20splnajucich%20podmienky%20energetickej%20chudoby.pdf

[7] §38 of the regulation 24/2013 (on rules in the internal electricity and gas markets)

[8] All legislation listed is available at: http://www.urso.gov.sk/?q=Z%C3%A1kony and here: http://www.zakonypreludi.sk/zz/2005-555

NOTES

SLOVENIA

MARKET SHARE BREAKDOWN[1]:

Elektro Energija: 25%
Energija Plus: 19%
GEN–I: 16%
Elektro Celje Energija: 16%
E3: 10%
Elektro Gorenjska Prodaja: 7%
Petrol: 5%
Petrol Energetika: 1%

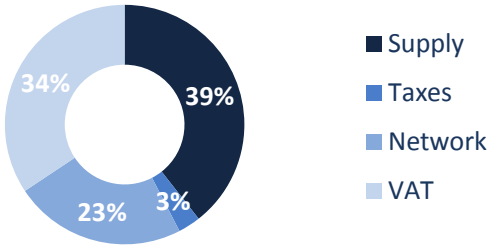
YEAR OF MARKET OPENING[2]:

2007

REGULATED PRICES FOR HOUSEHOLDS[3]:

No

BREAKDOWN OF PRICE

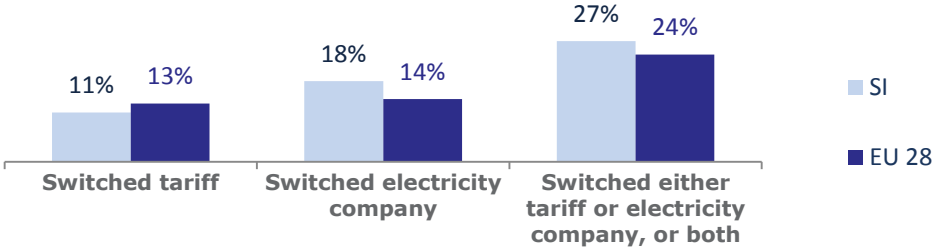


The breakdown shown is for domestic consumers with electricity consumption between 1,000 and 3,500 kWh/year.

Source: National regulator's dataset - Price collection exercise, 2014/15 (Ipsos, London Economics, Deloitte Consortium)

SWITCHING

Consumers who reported having switched **at least once** in the past three years (spring 2012 to spring 2015)



Source: Consumer survey, February-June 2015 (Ipsos, London Economics, Deloitte Consortium)

COMPLAINTS HANDLING & ENFORCEMENT

The Energy Agency of the Republic of Slovenia is responsible for deciding on disputes in the first instance between the system users and the electricity market operators, and in the second instance on issues concerning connection approval. The Energy Agency does not charge any administrative fees (it is not among legal entities that are under the Administrative Fees Act which are obliged to charge fees)[4].

The supplier is also obliged by legislation to provide transparent, simple and free-of-charge procedures to household consumers for handling their complaints. For this purpose, a supplier alone, or jointly with other suppliers shall appoint an independent and impartial person or several persons responsible for deciding on complaints (appointed person), to whom a household consumer may address his/her complaint related to alleged supply contract breaches[5].

VULNERABLE CONSUMERS/ENERGY POVERTY

There is no official definition of energy poverty; however, the concept of a vulnerable consumer is determined in Article 51 of the Energy Act as of 15th October 1999, amended on 22nd March 2014. The article stipulates that a vulnerable client is a "household customer who due to his financial circumstances, income and other social circumstances and living conditions cannot use an alternative source of energy for domestic use, which would cause the same or lower costs to the minimum household use".

Under Article 51 of the Act, the distribution operator may not disconnect the electricity supply, or limit the consumption below an amount depending on the circumstances (time of year, temperature conditions, place of residence, health status, and other similar circumstances) and necessary to prevent endangering the life and health of the consumer and the persons who are residing with them.

European Commission

MATRIX OF RIGHTS

REGULATORY FRAMEWORK

The Energy Act as of 15th October 1999[6], amended on 22nd March 2014[7], is the main source of legislation for the energy market in Slovenia for both gas and electricity and is complemented by several other instruments. These are:

- Act determining the methodology for setting the network charge, the criteria for establishing eligible costs for electricity networks, and the methodology for charging for the network charge, as of 30th October 2012[8];
- Consumers Protection Act, as of 28th March 1998[9];
- Energy Act, as of 22nd March 2014[10];
- Legal Act on the methodology for the preparation and evaluation of an investment plan of the electricity transmission system operator, as of 14th January 2015[11];
- Order determining the average sales value for 1 kWh of electricity as a payment basis for a concession to use water for electricity generation by hydroelectric power plants with a maximum rated capacity of 10 MW for 2015, as of 28th March 2015[12].

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To choose your supplier and enter into contract with any EU electricity supplier offering services to you	**Article 39 of the Energy Act**
To change your energy supplier in an easy and quick way, without extra charges	**Articles 40 and 48 of the Energy Act**
To receive clear information on your energy contract before signing, and advance notice if any changes are made to the contract, with the possibility to end the contract if you do not accept the new conditions	**Article 48 of the Energy Act**
To withdraw from a new contract within at least seven days* if the contract was concluded outside the supplier's business premises or by distance means of communication (such as Internet or telephone) * 14 days if the Consumer Rights Directive applies	**Article 43.c Consumers Protection Act**
To have access to accurate information on your energy consumption and therefore regulate your energy consumption	**Article 355 of the Energy Act**
To be properly informed on the benefits of using equipment and vehicles using renewable energy	**Articles 351 of the Energy Act**
To be properly informed on how much energy you use and how to use energy more efficiently	**Articles 351 and 355 of Energy Act**
To receive adequate protection if you are defined as a "vulnerable consumer" by relevant national legislation	**Article 51 of the Energy Act**
To file a complaint to your energy supplier and, in the event your complaint is not managed to your satisfaction, send your complaint to an independent body for an inexpensive, prompt and fair out-of-court settlement	**Article 50 of the Energy Act**
To receive information about the energy efficiency of the property you wish to buy or rent	**Article 334 of the Energy Act**

European Commission

MAIN BODIES

MAIN BODIES	NAME AND CONTACT DETAILS
Energy Regulator	**Agencija za energijo/Energy Agency of the Republic of Slovenia** Strossmayerjeva ulica 30, 2000 Maribgor Tel.: +386 2 234 03 00 Fax: +386 2 234 03 20 E-mail: info@agen-rs.si Website: www.agen-rs.si
Single Point of Contact	**Agencija za energijo/Energy Agency of the Republic of Slovenia**
National authorities responsible for enforcement of consumer protection legislation (horizontal and sectoral specific – energy)	**Tržni inšpektorat RS (Ministrstva za gospodarski razvoj in tehnologijo)/Market Inspectorate (Ministry of Economic Development and Technology)** Parmova 33, 1000 Ljubljana Tel.: +386 1 280 8700 Fax: +386 1 280 8740 E-mail: gp.tirs@gov.si Website: www.ti.gov.si
Bodies with responsibilities relating to competition	**Javna agencija Republike Slovenije za varstvo konkurence/Slovenian Competition Protection Agency** Dunajska 58, 1000 Ljubljana Tel: +386 1 478 3597 Fax: +386 1 478 3608 E-mail: gp.avk@gov.si Website: www.varstvo-konkurence.si
Alternative Dispute Resolution Entity	**Agencija za energijo/Energy Agency of the Republic of Slovenia**
Other relevant bodies and consumer organisations	**Zveza potrošnikov Slovenije/Slovene Consumers' Association** Frankopanska 5, 1000 Ljubljana Tel: +386 1 474 0600 Fax: +386 1 433 71 E-mail: zps@zps.si Website: www.zps.si

[1] Summarized from database of Ministry of Infrastructure, available at: http://www.energetika-portal.si/pxweb/Dialog/varval.asp?ma=TrzniDeleziElektrikaMaloprod_2014&ti=Tr%26%23382%3Bni+dele%26%23382%3Bi+dobaviteljev+elektri%26%23269%3Bne+energije+na+maloprodajnem+trgu+%28%25%29%2C+Slovenija%2C+letno&path=../../uploads/tx_pxwebdatabase/&lang=1&pagePath=Statisti%26%23269%3Bna+podro%26%23269%3Bja%2FElektri%26%23269%3Bna+energija+-+koli%26%23269%3Bine%2FTr%26%23382%3Bni+dele%26%23382%3Bi+dobaviteljev+elektri%26%23269%3Bne+energije+na+maloprodajnem+trgu+%28%25%29%2C+Slovenija%2C+letno

[2] *Refers to legislative and retail market opening.* ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[3] ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[4] Website of Energy Agency, accessed on 18th January 2016 at: http://www.agen-rs.si/web/en/kako-se-lahko-pritozim1

[5] Website of Energy Agency, accessed on 18th January 2016 at: http://www.agen-rs.si/web/en/kako-se-lahko-pritozim1

[6] Energy Act as of 15th October 1999, available at:
http://www.pisrs.si/Pis.web/pregledPredpisa?id=ZAKO1550

[7] Energy Act as of 22nd March 2014, available at:
http://www.pisrs.si/Pis.web/pregledPredpisa?id=ZAKO6665

[8] Act determining the methodology for setting the network charge, the criteria for establishing eligible costs for electricity networks, and the methodology for charging for the network charge as of 30th October 2012, available at:
http://www.pisrs.si/Pis.web/pregledPredpisa?id=AKT_784

[9] Consumers Protection Act as of 28th March 1998, available at:
http://www.pisrs.si/Pis.web/pregledPredpisa?id=ZAKO513

[10] Energy Act as of 22nd March 2014, available at:
http://www.pisrs.si/Pis.web/pregledPredpisa?id=ZAKO6665

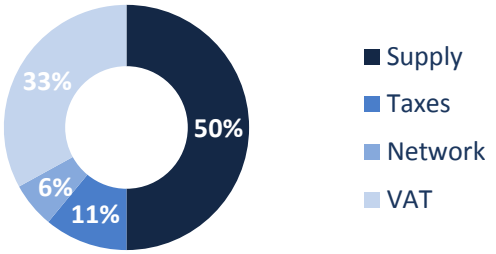
[11] Legal Act on the methodology for the preparation and evaluation of an investment plan of the electricity transmission system operator as of 14th January 2015, available at:
http://www.pisrs.si/Pis.web/pregledPredpisa?id=AKT_913

[12] Order determining the average sales value for 1 kWh of electricity as a payment basis for a concession to use water for electricity generation by hydroelectric power plants with a maximum rated capacity of 10 MW for 2015 as of 28th March 2015, available at:
http://www.pisrs.si/Pis.web/pregledPredpisa?id=ODRE2308

NOTES

SPAIN

BREAKDOWN OF PRICE

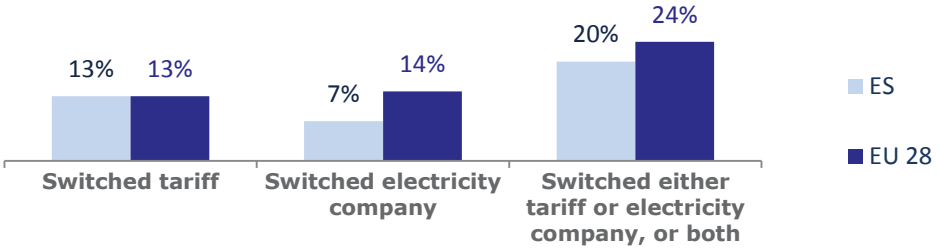


The breakdown shown is for domestic consumers with electricity consumption between 1,000 and 3,500 kWh/year.

Source: National regulator's dataset - Price collection exercise, 2014/15 (Ipsos, London Economics, Deloitte Consortium)

SWITCHING

Consumers who reported having switched **at least once** in the past three years (spring 2012 to spring 2015)



Source: Consumer survey, February-June 2015 (Ipsos, London Economics, Deloitte Consortium)

COMPLAINTS HANDLING & ENFORCEMENT

Consumers are informed, both on their contract and their bill, about the applicable complaint handling procedure available in their region. According to the Spanish legislation, the consumer should file a complaint first with the customer service department of the respective electricity supplier. If the claim requires the intervention of further bodies, the complaint is forwarded to the competent consumer protection body at the regional level. Complaints relating to issues with specific services of the regulated market are forwarded to the specialised services. For instance, in the case of problems with the electric network or the technical management of the system, Red Eléctrica de España is the contact body, while the National Markets and Competition Commission (CNMC) is the contact body for claims relating to the economic management of the system. Additionally, the consumer can address the claim to out-of-court public bodies, namely the regional or national ombudsmen, or to the courts as appropriate depending on the specific case[4]. Further information about complaints can be found at the Spanish Agency for Consumer Affairs, Food Safety and Nutrition.

VULNERABLE CONSUMERS/ENERGY POVERTY

Spanish legislation recognises the concept of energy poverty within Law 8/2013 of 26th June on the rehabilitation, regeneration and renovation of urban spaces; this law repeatedly mentions the concept of "energy poverty".

The Electricity Reform Act 24/2013 of 27th December 2013 defines the criteria for vulnerable customers and maintains a public service obligation on special suppliers for vulnerable customers. The electricity price for vulnerable customers (*Tarifa de Ultimo Recurso*) is set at 25% below the Voluntary Price for Small Consumers (PVPC)[5]. The average cost to consumers under the PVPC in 2014 was 19.45 c/kWh[7]. The financing of this reduction (about €300m per year) is imposed on a few large utilities.

According to article 45 of Law 24/2013, social tariffs ("bono social", and previously named "tariff of last resort") are considered to be the responsibility of the public sector. These tariffs can be accessed by those households that fulfil at least one of the following requirements[6]:

- a large family;
- a family where all members are unemployed;
- low voltage consumers (less than 1 kV) with contracted capacity lower than or equal to 3 kW; or
- a pensioner older than 60 years with a minimum level pension.

Vulnerable consumers can ask for a social tariff, which is obtained by applying a reduction of 25% from the consumer prices (article 16, RD 216/2014, 28th March). As of May 2015, 2,472,874 customers were under "bono social", that means approximately 9.6% of the total domestic consumers.

MARKET SHARE BREAKDOWN[1]:

Endesa: 37%
Ibderdrola: 22%
Gas Natural Fenosa: 14%
Hidrocantab Rico: 7%
EON: 3%
Others: 17%

YEAR OF MARKET OPENING[2]:

2003

REGULATED PRICES FOR HOUSEHOLDS[3]:

Yes

European Commission

MATRIX OF RIGHTS

REGULATORY FRAMEWORK

Rights for electricity consumers are conferred by the following Royal Decree Laws (RDL or RD) and other laws:

- RDL 13/2012 transposes Directive 2009/72/EC into national law[8];
- RDL 1/2007 covers consumer protection[9];
- Law 29/2009 on unfair competition and advertising[10];
- Law 8/2013 on the rehabilitation, regeneration and renovation of urban spaces[11];
- RDL 8/2014 covers growth, competitiveness and efficiency[12];
- RD 235/2013 deals with energy efficiency certificates for buildings[13];
- RD 413/2014 on renewable energy and cogeneration[14];
- Law 24/2013 regarding access to electricity, and transparency of information related to the households' level of consumption (Electricity Reform Act)[15].

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To choose your supplier and enter into contract with any EU electricity supplier offering services to you	**Law 24/2013 - Art. 44.1(c)**
To change your energy supplier in an easy and quick way, without extra charges	**Law 24/2013 - Art. 44.1(k)**
To receive clear information on your energy contract before signing, and advance notice if any changes are made to the contract, with the possibility to end the contract if you do not accept the new conditions	**Law 24/2013 - Art. 44.1(e): to be informed of the right to contract withdrawal without extra cost**
To withdraw from a new contract within at least seven days* if the contract was concluded outside the supplier's business premises or by distance means of communication (such as Internet or telephone) * 14 days if the Consumer Rights Directive applies	**RDL 1/2007 - Art. 71.1. (updated by Law 3/2014 on the Law on the Defence of Consumers and Users)**
To have access to accurate information on your energy consumption and therefore regulate your energy consumption	**Law 24/2013 Art. 44.1 (m) and (n); (j) on receiving information on price transparency**
To be properly informed on the benefits of using equipment and vehicles using renewable energy	**Law 24/2013 Art. 46.1(m) "Inform (...) on energy type environmental impacts"**
To be properly informed on how much energy you use and how to use energy more efficiently	**Law 24/2013 Art. 44.1(m) and (n)**
To receive adequate protection if you are defined as a "vulnerable consumer" by relevant national legislation	**Law 24/2013 Art. 45 on vulnerable consumers**
To file a complaint to your energy supplier and, in the event your complaint is not managed to your satisfaction, send your complaint to an independent body for an inexpensive, prompt and fair out-of-court settlement	**Law 24/2013 Art.46.1(n): suppliers must have a service line for complaints**
To receive information about the energy efficiency of the property you wish to buy or rent	**Law 24/2013 Art. 46.1(n) Law 24/2013 Art. 43.4 A: regulation will ensure an available ADR process**

European Commission

MAIN BODIES

MAIN BODIES	NAME AND CONTACT DETAILS
Energy Regulator	**Comisión Nacional de los Mercados y la Competencia (CNMC)/National Markets and Competition Commission** c/ Alcalá, 47 - 28014 Madrid Tel: +34 91 432 9600 E-mail: info@cnmc.es Website: www.cnmc.es
Single Point of Contact	**Comisión Nacional de los Mercados y la Competencia (CNMC)/National Markets and Competition Commission**
National authorities responsible for enforcement of consumer protection legislation (horizontal and sectoral specific – energy)	**Agencia Española de Consumo, Seguridad Alimentaria y Nutrición (AECOSAN)/Spanish Agency for Consumer Affairs, Food Safety and Nutrition** Website: www.aecosan.msssi.gob.es
Bodies with responsibilities relating to competition	**Comisión Nacional de los Mercados y la Competencia (CNMC)/National Markets and Competition Commission**
Alternative Dispute Resolution Entity	**Agencia Española de Consumo, Seguridad Alimentaria y Nutrición (AECOSAN)/Spanish Agency for Consumer Affairs, Food Safety and Nutrition**
Other relevant bodies and consumer organisations	**Consumidores en Acción (FACUA)** c/ Becquer, 25 - 41002 SEVILLA Tel.: +34 954 909 090 Website: www.facua.org **Confederación de Consumidores y Usuarios (CECU)** Mayor, 45 - 2º - 28013 Madrid Tel.: +34 913 641 384 Website: www.cecu.es **Organización de Consumidores y Usuarios (OCU)** c/ Albarracín, 21 - 28037 Madrid Tel.: +34 913 000 045 Website: www.ocu.org **Asociación General de Consumidores (ASGECO)** Plaza de Navafría, 3 Bajos - 28027 Madrid Tel.: +34 914 035 078 Website: www.asgeco.org **Confederación Española de Organizaciones de Amas de Casa Consumidores y Usuarios (CEACCU)** C/ Fuencarral, 158. Entreplanta, 16-17 - 28010 Madrid Tel.: +34 91 945 089 Website: www.ceaccu.org **Asociación de Usuarios de Bancos, Cajas y Seguros (ADICAE)** c/ Gavín, 12 local - 50001 Zaragoza Tel.: +34 976 39 00 60 Website: www.adicae.net **Asociación de Usuarios de la Comunicación (AUC)** c/ Cavanilles, 29 - 2ºD - 28007 MADRID Tel.: +34 91 501 67 73 Website: www.auc.es **Federación de Usuarios - Consumidores Independientes (FUCI)** c/ Joaquín Costa, 61 Bajo. Derecha - 28002 MADRID Tel.: +34 91 564 0118 Website: www.fuci.es **Confederación Española de Cooperativas de Consumidores y Usuarios (HISPACOOP)** c/ Quintana, 1, 2ºB - 28008 MADRID Tel.: +34 91 539 0935 – 91 593 1625 Website: www.hispacoop.es **Federación Unión Nacional de Consumidores y Amas de Hogar de España (UNAE)** c/ Villanueva, 8, 3º - 28001 MADRID Tel.: 91 575 72 19 / 91 575 7088 Website: www.federacionunae.com

[1] Data from the national regulator (original title: Cuotas de mercado electricidad, 2013)

[2] *Legislative market opening: 2009. The retail market for consumers opened in 2003.* Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014 Available at: http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[3] ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[4] Ministerio de Sanidad, Servicios Sociales e Igualdad (accessed February 2015). 'Guía del Consumidor'. Retrieved from: http://consumo-inc.gob.es/guiaCons/como/home.htm?id=410

[5] Precio Voluntario del Pequeño Consumidor (PVPC)

[6] Transitory disposition, RLD 24/2013, is applicable until article 45.1. is developed, according to which an additional regulation will define the concept of "vulnerable consumer"

[7] CNMC, Boletín de Indicadores eléctricos de septiembre de 2015, accessed on 21st January 2016
Available at: http://www.cnmc.es/es-es/energ%C3%ADa/energ%C3%ADael%C3%A9ctrica/indicadoresel%C3%A9ctricos.aspx

[8] RDL 13/2012, accessed on 21st January 2016
Available at: https://www.boe.es/boe/dias/2012/03/31/pdfs/BOE-A-2012-4442.pdf

[9] RDL 1/2007, accessed on 8th January 2016
Available at: https://www.boe.es/buscar/act.php?id=BOE-A-2007-20555

[10] Law 29/2009, accessed on 10th January 2016
Available at https://www.boe.es/diario_boe/txt.php?id=BOE-A-2009-21162

[11] Law 8/2013, accessed on 8th January 2016
Available at: http://www.boe.es/boe/dias/2013/06/27/pdfs/BOE-A-2013-6938.pdf

[12] RDL 8/2014, accessed on 10th January 2016
Available at https://www.boe.es/diario_boe/txt.php?id=BOE-A-2014-7064

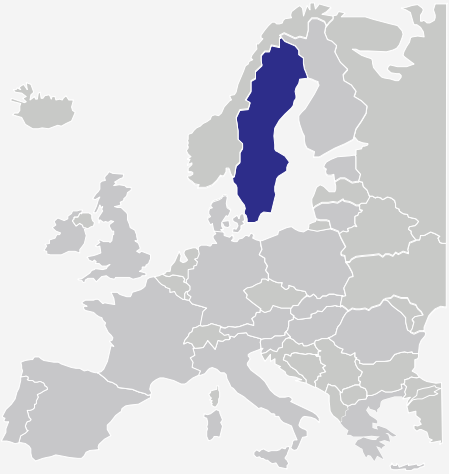
[13] RD 235/2013, accessed on 10th January 2016
Available at: https://www.boe.es/buscar/act.php?id=BOE-A-2013-3904

[14] RD 413/2014, accessed on 10th January 2016
Available at: https://www.boe.es/diario_boe/txt.php?id=BOE-A-2014-6123

[15] Law 24/2013, accessed on 8th January 2016
Available at: https://www.boe.es/diario_boe/txt.php?id=BOE-A-2013-13645

NOTES

SWEDEN

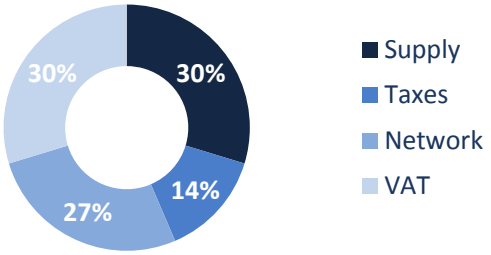


MARKET SHARE BREAKDOWN:
No data available

YEAR OF MARKET OPENING[1]:
1998

REGULATED PRICES FOR HOUSEHOLDS[2]:
No

BREAKDOWN OF PRICE

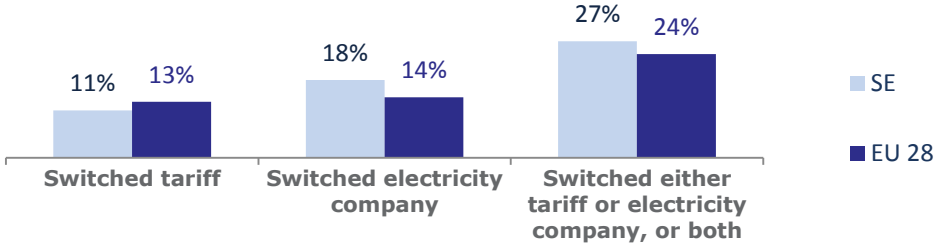


The breakdown shown is for domestic consumers with electricity consumption between 1,000 and 3,500 kWh/year.

Source: National regulator's dataset - Price collection exercise, 2014/15 (Ipsos, London Economics, Deloitte Consortium)

SWITCHING

Consumers who reported having switched **at least once** in the past three years (spring 2012 to spring 2015)[3]



Source: Consumer survey, February-June 2015 (Ipsos, London Economics, Deloitte Consortium)

COMPLAINTS HANDLING & ENFORCEMENT

Problems and complaints can be directed either to the energy supplier or to the Swedish Consumer Energy Markets Bureau, which is an independent bureau providing advice and guidance to consumers free of charge. The Bureau's activities started in 2002, but it changed its name in 2011. The National Board for Consumer Complaints is the Swedish ADR; its main task is to impartially hear disputes between consumers and business operators.

The Bureau suggests that consumers with inquiries, problems and complaints turn to their energy supplier or distributor in the first instance. However, if the consumer does not reach an acceptable solution or feels unsure about the answer received from the energy supplier or distributor, they can turn to the Bureau, which will provide advice and guidance on how to move forward with their complaint. The Bureau also informs the consumers about legislation and other regulations.[4]

For some issues in the retail electricity market, the Swedish Consumer Agency, the Swedish Energy Agency and the Swedish Energy Markets Inspectorate may handle complaint matters.

In 2014, the Swedish Consumer Energy Markets Bureau received 1,800 inquiries. While these inquiries concerned a broad range of issues, roughly 1,000 of them were complaints. This was an increase from 900 complaints received in 2013. Of the complaints received in 2014, 54% concerned contracts, 12% were claims from the supplier, 9% were related to cancellation issues, 7% to billing issues, 4% to electricity consumption levels, 10% to grid contacts and 4% to other issues. For complaints on electricity contracts, the main cause was the process for switching electricity supplier and electricity suppliers' redemption charges. The Bureau has also noted that some suppliers have not properly followed rules on price and withdrawal of information.[5]

VULNERABLE CONSUMERS/ENERGY POVERTY

The Swedish government has defined the term "vulnerable consumer" in the instruction to the Swedish Energy Markets Inspectorate[6], which is part of national legislation. The definition of vulnerable consumers is "persons who permanently lack ability to pay for the electricity or natural gas that is transferred or delivered to them for non-commercial purposes"[7]. It is stated in the Electricity Act (1997:857) chapter §3-4[8] that, if the circumstances give reason to fear that a failure to supply electricity would cause considerable personal injury or substantial property damage, transmission shall not be interrupted.

The Swedish government acknowledged[9] that EU Directive 2009/72/EC obligates Member States to respond appropriately to energy poverty but decided that proposition 2010/11:70 should not result in any legislative action. The task of defining the term "energy poverty" was delegated to the Swedish Energy Markets Inspectorate[10]. The Social Welfare Board in Sweden can take over payments of electricity bills if deemed necessary when a consumer fails to pay.

European Commission

MATRIX OF RIGHTS

REGULATORY FRAMEWORK

The Electricity Act (1997:857) which entered into force on 1st January 1998 replaced the previous Electricity Act (1902:71).
According to Government proposition 1993/94:162, the production and sale of electricity should be subject to competition, while grid operations shall remain as a monopoly. By being unregulated and thus monitored, the purpose was to create conditions for efficient price formation in the electricity market[11]. The Electricity Act (1997:857) has been modified a few times with several modifications to the benefit of consumers and their position in the electricity market, such as requirements for contracts to clearly state the commitment period and how to cancel a contract, where to go in case of complaints, etc.[12]

- Electricity act (1997:857)[13];
- Energy declaration of buildings act (2006:985)[14];
- Distance agreement and agreement outside of business premises (2005:59)[15];
- Government proposition 2010/11:70 – Third internal market package for electricity and natural gas[16];
- Government proposition 2008/09:163 – Coherent climate and energy politics[17];
- Government proposition 1993/94:162 – Trading of electricity in competition, 1993/1994: NU22, Riksdag Comm. 1993/94: 358[18].

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To choose your supplier and enter into contract with any EU electricity supplier offering services to you	**Prop. 1993/94:162 (trading of electricity in Competition) 1993/1994: NU22, rskr. 1993/94:358**
To change your energy supplier in an easy and quick way, without extra charges	**Electricity Act 11 kap. §19 & 8 kap. §6**
To receive clear information on your energy contract before signing, and advance notice if any changes are made to the contract, with the possibility to end the contract if you do not accept the new conditions	**Electricity Act 11 kap. §13 & 11 kap. §16**
To withdraw from a new contract within at least seven days* if the contract was concluded outside the supplier's business premises or by distance means of communication (such as Internet or telephone) * 14 days if the Consumer Rights Directive applies	**Distance agreement and agreement outside of business premises 2 kap. §10**
To have access to accurate information on your energy consumption and therefore regulate your energy consumption	**Electricity Act 8 kap. §16**
To be properly informed on the benefits of using equipment and vehicles using renewable energy	**Electricity Act 8 kap. §16**
To be properly informed on how much energy you use and how to use energy more efficiently	**Electricity Act 8 kap. § 15 and Förordning 1999:716 om mätning, beräkning och rapportering av överförd el § 16 Energimarknadsinspektionens föreskrifter och allmänna råd (EIFS 2011:3) om mätning, beräkning och rapportering av överförd el kap. 2 § 3**
To receive adequate protection if you are defined as a "vulnerable consumer" by relevant national legislation	**Förordning (2007:1118) med instruktion för Energimarknadsinspektionen, Sec. 1 a**
To file a complaint to your energy supplier and, in the event your complaint is not managed to your satisfaction, send your complaint to an independent body for an inexpensive, prompt and fair out-of-court settlement	**Electricity Act 11 kap. §18:2**
To receive information about the energy efficiency of the property you wish to buy or rent	**Energy declaration of buildings act (2006:985) §13**

European Commission

MAIN BODIES

MAIN BODIES	NAME AND CONTACT DETAILS
Energy Regulator	**Energimarknadsinpektionen (EI)/ Swedish Energy Markets Inspectorate** Box 155, 631 03 Eskilstuna Tel.: +46 16 16 27 00 Fax: +46 16 16 27 01 E-mail: registrator@ei.se Website: www.ei.se
Single Point of Contact	**Konsumenternas energimarknadsbyrå/ Swedish Consumer Energy Markets Bureau** Box 24226, 104 51 Stockholm Tel.: +46 8 522 789 50 Fax: +46 8 522 789 55 Website: www.energimarknadsbyran.se
National authorities responsible for enforcement of consumer protection legislation (horizontal and sectoral specific – energy)	**Konsumentverket/Swedish Consumer Agency** Box 48, 651 02 Karlstad Tel.: +46 771 42 33 00 Fax: +46 54 19 41 95 E-mail: konsumentverket@konsumentverket.se Website: www.konsumentverket.se **Energimyndigheten/Swedish Energy Agency** Box 310 SE - 631 04 Eskilstuna Tel.: +46 16 544 20 00 Fax: +46 16 544 20 99 Email: registrator@energimyndigheten.se Website: www.energimyndigheten.se
Bodies with responsibilities relating to competition	**Konkurrensverket / Swedish Competition Authority** Torsgatan 11, 103 85 Stockholm Tel.: +46 8 700 16 00 Fax: +46 8 24 55 43 E-mail: konkurrensverket@kkv.se Website: www.konkurrensverket.se
Alternative Dispute Resolution Entity	**Allmänna reklamationsnämnden (ARN)/ National Board for Consumer Complaints** Box 174, 101 23 Stockholm Tel.: + 46 8 508 860 00 Fax: + 46 8 508 860 01 E-mail: arn@arn.se Website: www.arn.se
Other relevant bodies and consumer organisations	**Sveriges Konsumenter/ The Swedish Consumers' Association** Box 38001, 100 64 Stockholm Tel.: +46 8 674 43 00 E-mail: info@sverigeskonsumenter.se Website: www.sverigeskonsumenter.se

[1]*The retail market for consumers opened in 1998; the legislative market opening was in 1996.* Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014 Available at: http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[2] ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[3] According the national regulator, Statistics Sweden records approximately 500,000 supplier switches among household consumers on an annual basis; this corresponds to roughly 10% of households. It should, however, be noted that this figure is difficult to compare to the one observed in the consumer survey. In this survey, consumers were asked whether they had switched supplier at least once in the past three years.

[4] Website of the Swedish Consumer Energy Markets Bureau, 'Om oss', accessed on 8th March 2015
Available at: http://www.energimarknadsbyran.se/Webbinnehall1/Om-oss/Summary-in-English/

[5] Swedish Consumer Energy Markets Bureau, Annual Report 2014
Available at:
http://www.energimarknadsbyran.se/Documents/VB%202104.pdf?epslanguage=sv

[6] Government regulation 2007:1118
Available at: http://www.riksdagen.se/sv/Dokument-Lagar/Lagar/Svenskforfattningssamling/Forordning-20071118-med-ins_sfs-2007-1118/?bet=2007:1118

[7] Insight Energy (May 2015), Energy poverty and vulnerable consumers in the energy sector across the EU: analysis of policies and measures
Available at:
https://ec.europa.eu/energy/sites/ener/files/documents/INSIGHT_E_Energy%20Poverty%20-%20Main%20Report_FINAL.pdf

[8] Government proposition 2010/11:70, p.51
Available at: http://www.riksdagen.se/sv/Dokument-Lagar/Forslag/Propositioner-och-skrivelser/Tredje-inre-marknadspaketet-fo_GY0370/

[9] Government proposition 2010/11:70, p.51
Available at: http://www.riksdagen.se/sv/Dokument-Lagar/Forslag/Propositioner-och-skrivelser/Tredje-inre-marknadspaketet-fo_GY0370/

[10] Government regulation 2007:1118
Available at: http://www.riksdagen.se/sv/Dokument-Lagar/Lagar/Svenskforfattningssamling/Forordning-20071118-med-ins_sfs-2007-1118/?bet=2007:1118

[11] Government proposition 1993/94:162, p.1
Available at: http://www.riksdagen.se/sv/Dokument-Lagar/Forslag/Propositioner-och-skrivelser/Handel-med-el-i-konkurrens_GH03162/

[12] Website of the Swedish Consumer Energy Markets Bureau, 'Ellagen', accessed on 8th March 2015
Available at: http://www.energimarknadsbyran.se/El/Konsumentratt1/Ellagen/

[13] Electricity act (Ellag (1997:857), last modified 2014)
Accessed on 18th January 2016 at: https://www.notisum.se/rnp/sls/lag/19970857.htm

[14] Energy declaration of buildings act (2006:985) (Lag (2006:985) om energideklaration för byggnader)
Accessed on 18th January 2016 at: http://www.riksdagen.se/sv/Dokument-Lagar/Lagar/Svenskforfattningssamling/Lag-2006985-om-energideklar_sfs-2006-985/

[15] Distance agreement and agreement outside of business premises (2005:59)
Accessed on 18th January 2016 at https://www.riksdagen.se/sv/Dokument-Lagar/Lagar/Svenskforfattningssamling/Distans--och-hemforsaljningsla_sfs-2005-59/

[16] Government proposition 2010/11:70 – Third internal market package for Electricity and natural gas
Accessed on 18th January 2016 at: http://www.riksdagen.se/sv/Dokument-Lagar/Forslag/Propositioner-och-skrivelser/Tredje-inre-marknadspaketet-fo_GY0370/?text=true

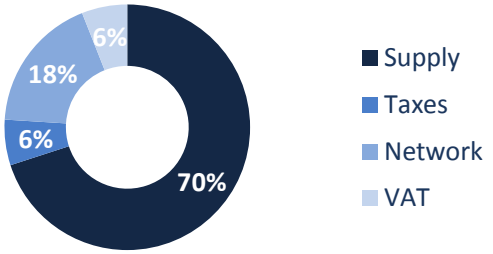
[17] Government proposition 2008/09:163 – Coherent climate and energy politics
Accessed on 18th January 2016 at: http://www.riksdagen.se/sv/Dokument-Lagar/Forslag/Propositioner-och-skrivelser/En-sammanhallen-klimat--och-en_GW03163/?text=true

[18] Government proposition 1993/94:162 – Trading of electricity in competition
Accessed on 18th January 2016 at: http://www.riksdagen.se/sv/Dokument-Lagar/Forslag/Propositioner-och-skrivelser/Handel-med-el-i-konkurrens_GH03162/

NOTES

UNITED KINGDOM

BREAKDOWN OF PRICE

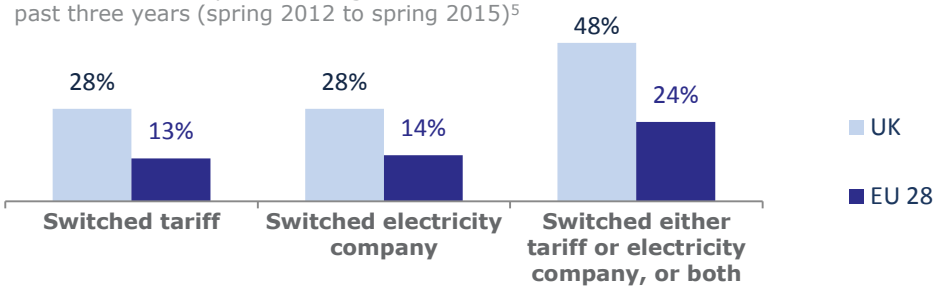


The breakdown shown is for domestic consumers with electricity consumption between 1,000 and 3,500 kWh/year.

Source: National regulator's certified comparison tool and suppliers' websites - Price collection exercise, 2014/15 (Ipsos, London Economics, Deloitte Consortium)

SWITCHING

Consumers who reported having switched **at least once** in the past three years (spring 2012 to spring 2015)[5]



Source: Consumer survey, February-June 2015 (Ipsos, London Economics, Deloitte Consortium)

COMPLAINTS HANDLING & ENFORCEMENT

With regards to consumer complaint handling, the Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008, made under the Consumers, Estate Agents and Redress Act 2007, introduces particular requirements in relation to the handling of customer complaints and specifies that these are to be handled and solved in an "efficient and timely manner". Article 3(9) specifies that disputes may also be referred to the Energy Ombudsman or, in the case of licence-exempt suppliers, the Gas and Electricity Markets Authority (which is in fact the governing body of Ofgem, the regulator)[6].

The process for a complaint regarding the supply of electricity is as follows[7]:

- The consumer must first contact the relevant energy provider; energy providers in the UK are required by law to have a set complaint procedure.
- The supplier's complaint procedure must include information on the steps they will take to investigate the complaint, and the likely timescales for each of those steps.
- The supplier has a maximum of eight weeks to resolve the complaint to the consumer's satisfaction.
- If the supplier does not resolve the issue to the consumer's satisfaction, they must provide the consumer with a letter informing them of their right to go to the Ombudsman Services. This can happen after eight weeks, or sooner if the supplier thinks they can do no more to resolve the complaint.
- The consumer may bring the matter to the Ombudsman Services thereafter.

The Ombudsman Services will investigate and issue a decision which is binding on the supplier but not the consumer[8]. The Ombudsman Services has a range of remedies at its disposal including a financial award of up to £10,000 in the Energy Sector[9].

MARKET SHARE BREAKDOWN[1]:
'Big Six'[2]: 87%
Others: 13%

YEAR OF MARKET OPENING[3]:
1990

REGULATED PRICES FOR HOUSEHOLDS[4]:
No

European Commission

UNITED KINGDOM

VULNERABLE CONSUMERS/ENERGY POVERTY

Ofgem's Domestic Suppliers' Social Obligations annual report defines a vulnerable consumer as "one who is significantly less able than the typical consumer to protect or represent their own interests and or significantly more likely to experience detriment, or for that detriment to be more substantial"[10].

Regarding energy poverty, in July 2013, the Government adopted the low income high costs (LIHC) definition of fuel poverty in England. Under the LIHC definition of fuel poverty, a household is considered to be fuel poor if it has above average required energy costs, and if meeting its required energy costs would push it below the poverty line (defined as 60% of median income). Prior to this, fuel poverty in England was measured using the "10% measure", under which a household was considered fuel poor if it was spending more than 10% of its income on fuel to achieve adequate standards of warmth. Scotland, Wales, and Northern Ireland continue to use the "10% measure" of fuel poverty. Figures for fuel poverty are as follows[11]:

Fuel poor across nations (HHs=households)

- England: 2.3m HHs (10%) 2012 (LIHC FP measure)
- Wales: 0.4m HHs (30%) 2012 (10% FP measure)
- Scotland: 0.9m HHs (39%) 2013 (10% FP measure)
- Northern Ireland: 0.3m HHs (42%) 2011 (10% FP measure)

The Annual Fuel Poverty Statistics Report 2014 cites the increase in energy prices as a key factor behind its projection of an increase from 2.28 million to 2.33 million fuel poor households between 2012 and 2014[12].

With respect to policies to protect vulnerable energy consumers, the UK has many. The Winter Fuel Payment (established by the Social Fund Winter Fuel Payments Regulations 1998) is an annual payment to people of pensionable age of between £100 and £300, depending on circumstances, irrespective of the income of that person or of others living under the same roof. Cold Weather Payments (established by the Social Fund Cold Weather Payments (General) Regulations 1988)[13] can be made to people receiving certain types of social benefits if the temperature in their area is recorded as, or forecast to be, zero degrees Celsius or below for seven consecutive days.

Moreover, Section 3A (3) of the Electricity Act 1989 emphasises that the Gas and Electricity Markets Authority must operate "having regard to, amongst other things, the interests of people who are chronically sick, pensioners, those on low incomes and people living in rural areas"[14]. Electricity suppliers' licences include a number of obligations aimed at protecting vulnerable consumers, including those of pensionable age, the disabled and chronically ill, whether or not they are also fuel poor[15].

Regarding supplier-focussed policies, suppliers have an obligation to keep a Priority Service Register (PSR) of consumers who are of pensionable age, disabled or chronically sick. These consumers are in turn entitled to a number of free services, which are specified in the supply licences[16]. At the end of 2013, 9% of consumers were on suppliers' PSRs, although not all PSR consumers benefited from priority service in practice[17].

In 2013, the "Energy Company Obligation" (ECO) was established in the UK, the purpose of which is to tackle fuel poverty. The ECO makes it incumbent on large energy suppliers to provide its customers with energy efficiency measures[18].

European Commission

MATRIX OF RIGHTS

REGULATORY FRAMEWORK

The Gas and Electricity Markets Authority (GEMA) is the National Regulatory Authority for Great Britain[19]. The principal statute in the electricity sector in Great Britain is the Electricity Act 1989[20] as amended and supplemented, under which the Authority grants licences for, amongst other things, the supply of electricity. The Authority also has powers under other statutes, including:

- The Business Protection from Misleading Marketing Regulations 2008[21];
- Utilities Act 2000[22];
- Enterprise Act 2002[23];
- Energy Acts (2013, 2011, 2010, 2008 and 2004)[24];
- Competition Act 1998[25].

Licensees are required to maintain, become party to, or comply with the industry codes in accordance with the conditions of their licence. Industry codes underpin the electricity wholesale and retail markets and define the terms under which industry participants can access the electricity networks. Licensees are also expected to comply with their wider legal duties, e.g. consumer law, which includes, but is not limited to:

- Consumer Rights Act 2015[26];
- The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013[27];
- The Consumer Protection from Unfair Trading Regulations 2008[28].

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To choose your supplier and enter into contract with any EU electricity supplier offering services to you	**Standard Licence Condition 22 (Duty to offer and supply under Domestic Supply Contract)[29]; The Electricity (Applications for Licences, Modifications of an Area and Extensions and Restrictions of Licences) Regulations 2009[30]**
To change your energy supplier in an easy and quick way, without extra charges	**Standard Licence Condition 14A (Customer Transfer); Schedule 2ZB to the Electricity Act**
To receive clear information on your energy contract before signing, and advance notice if any changes are made to the contract, with the possibility to end the contract if you do not accept the new conditions	**Standard Licence Condition 22 (Duty to offer and supply under Domestic Supply Contract); Standard Licence Condition 23 (Notification of Domestic Supply Contract Terms); Standard Licence Condition 23A (Mutual variations); Standard Licence Condition 25 (Marketing electricity to Domestic Customers); Schedule 2ZB to the Electricity Act; Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013; Consumer Rights Act 2015**
To withdraw from a new contract within at least seven days* if the contract was concluded outside the supplier's business premises or by distance means of communication (such as Internet or telephone) * 14 days if the Consumer Rights Directive applies	**Regulations 29 and 30 of the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013**
To have access to accurate information on your energy consumption and therefore regulate your energy consumption	**Standard Licence Condition 12.14-12.16 (Inspection of Electricity Meters); Standard Licence Condition 21B (Billing based on meter readings); Standard Licence Condition 31A (Bills, statements of accounts and Annual Statements); Standard Licence Condition 39 (Smart Metering System – Roll-out, Installation and Maintenance); Standard Licence Condition 40 (Provision of an In-Home Display); Schedule 2ZB to the Electricity Act**

European Commission

MATRIX OF RIGHTS

ENERGY CONSUMER RIGHTS	NATIONAL LEGISLATION
To be properly informed on the benefits of using equipment and vehicles using renewable energy	**The Green Deal scheme established under the Energy Act 2011**
To be properly informed on how much energy you use and how to use energy more efficiently	**Standard Licence Condition 21B (Billing based on meter readings); Standard Licence Condition 31.2 – 31.3 (Information about efficient use of electricity); Standard Licence Condition 31A (Bills, statements of account and Annual Statements)**
To receive adequate protection if you are defined as a "vulnerable consumer" by relevant national legislation	**Standard Licence Condition 26 (Services for specific Domestic Customer groups); Standard Licence Condition 27.5 – 27.8 (Customers in payment difficulty); Standard Licence Condition 27.9 - 27.11A (Disconnection for unpaid charges); Fuel Poverty Strategy required to be published under the Warm Homes and Energy Conservation Act 2000 (England & Wales) and the Housing (Scotland) Act 2001; Section 3A(3) Electricity Act 1989; Measures in place to increase the income of vulnerable households in GB include the Winter Fuel Payment (set up by the Social Fund Winter Fuel Payments Regulations 1998) and the Cold Weather Payments (introduced by the Social Fund Cold Weather Payments (General) Regulations 1988)**
To file a complaint to your energy supplier and, in the event your complaint is not managed to your satisfaction, send your complaint to an independent body for an inexpensive, prompt and fair out-of-court settlement	**Standard Licence Condition 20.5 (Dispute settlement); Standard Licence Condition 22.5(g) (Duty to offer and supply under Domestic Supply Contract); Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008[31] (made under the Consumers, Estate Agents and Redress Act 2007)**
To receive information about the energy efficiency of the property you wish to buy or rent	**Energy Performance of Buildings (England and Wales) Regulations 2012, as amended**

European Commission

MAIN BODIES	NAME AND CONTACT DETAILS
Energy Regulator	**Office of the Gas and Electricity Markets (Ofgem), governed by the Gas and Electricity Markets Authority (GEMA)** 9 Millbank, London SW1P 3GE Tel.: +44 20 7901 7000 Fax: +44 20 7901 7066 Website: www.ofgem.gov.uk
Single Point of Contact	**Citizen's Advice** Website: www.citizensadvice.org.uk
National authorities responsible for enforcement of consumer protection legislation (horizontal and sectoral specific – energy)	**Competition and Markets Authority** Victoria House, 37 Southampton Row, London WC1B 4AD, Regne Unit Tel.:+44 20 3738 6000 Website: www.gov.uk/government/organisations/competition-and-markets-authority
Bodies with responsibilities relating to competition	**Competition and Markets Authority**
Alternative Dispute Resolution Entity	**Ombudsman Services** (previously the Energy Ombudsman) Wilderspool Park, Greenall's Avenue, Warrington WA4 6HL Tel.: +44 330 440 1624 Fax: +44 330 440 1625 E-Mail: osenquiries@os-energy.org Website: www.energy-ombudsman.org.uk/
Other relevant bodies and consumer organisations	**Which?** 2 Marylebone Road, London NW1 4DF Tel.: +44 1992 822800 Website: www.which.co.uk

[1] Reuters (23rd September 23 2015). UK's small energy suppliers gain market share from *big six*, accessed on 11th January 2016
Available at: http://uk.reuters.com/article/uk-britain-energy-utilities-idUKKCN0RM2TT20150922

[2] *The "Big Six" are EDF Energy, RWE npower, Scottish Power, SSE, Centrica's British Gas and E.ON.* Source Ofgem (2014), State of the Market Assessment, accessed on 11th January 2016
Available at:
https://www.ofgem.gov.uk/sites/default/files/docs/2014/03/assessment_document_published_1.pdf

[3] *Legislative market opening: 1999. The retail market opened in 1990 for consumers.* ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[4] ACER/CEER (2015). Annual Report on the results of monitoring the internal electricity and natural gas markets in 2014
Available at:
http://nra.acer.europa.eu/Official_documents/Acts_of_the_Agency/Publication/ACER_Market_Monitoring_Report_2015.pdf

[5] According to the national regulator, external switching rates were 12.1%, 12.2% and 11.1% in 2012, 2013 and 2014, respectively, with cumulative external switching rates over this period of around 35%. The consumer survey, however, applied a different definition, as shows the proportion of households that switched electricity company **at least once** in the past three years (instead of a cumulative rate). The national regulator also reported that the average tariff switching rate is around 2% per month.

[6] Annex 1, EU Third Package – Transposition Note – Great Britain, Directive – Electricity Directive (2009/72/EC), p. 9
Available at:
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/43248/2573-eu-third-package-trans-note-directive-2.pdf

[7] Taken from the Citizen's Advice website, accessed on 15th June 2015
Available at: https://www.citizensadvice.org.uk/consumer/energy-supply/complaining-about-energy-companies/how-to-complain-to-your-energy-supplier/

[8] Taken from the Ombudsman Services website, accessed on 15th June 2015
Available at: http://www.ombudsman-services.org/how-we-work-os.html#process

[9] Ombudsman Services (2015), Financial awards, guidance for consumers
Available at: https://www.ombudsman-services.org/downloads/3EDITFinancialawards_guidanceforconsumers.pdf

[10] Ofgem (2014). Domestic Suppliers' Social Obligations: 2013 annual report, p.2.
Available at:
https://www.ofgem.gov.uk/sites/default/files/docs/2014/12/annual_report_2013_final_for_publication.pdf

[11] Stakeholder survey conducted in 2015

[12] Department of Energy and Climate Change (2014). Annual Fuel Poverty Statistics Report, pp.5-6
Available at:
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/319280/Fuel_Poverty_Report_Final.pdf

[13] Annex 1, EU Third Package – Transposition Note – Great Britain, Directive – Electricity Directive (2009/72/EC), p. 4
Available at:
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/43248/2573-eu-third-package-trans-note-directive-2.pdf

[14] Ibid

[15] Ibid

NOTES

[16] Ofgem (2014). Domestic Suppliers' Social Obligations: 2013 annual report, p.2.
Available at:
https://www.ofgem.gov.uk/sites/default/files/docs/2014/12/annual_report_2013_final_for_publication.pdf

[17] Ibid

[18] Details at Ofgem's website, accessed on 11th January 2016
Available at: https://www.ofgem.gov.uk/environmental-programmes/energy-company-obligation-eco

[19] The Northern Ireland Authority for Utility Regulation is the National Regulatory Authority for Northern Ireland.

[20] Electricity Act 1989
Available at: http://www.legislation.gov.uk/ukpga/1989/29/contents

[21] S.I. No. 1276/2008. The Business Protection from Misleading Marketing Regulations 2008
Available at: http://www.legislation.gov.uk/uksi/2008/1276/contents/made

[22] Utilities Act 2000
Available at; http://www.legislation.gov.uk/ukpga/2000/27/contents

[23] Enterprise Act 2002
Available at: http://www.legislation.gov.uk/ukpga/2002/40/contents

[24] Energy Act 2013
Available at; http://www.legislation.gov.uk/ukpga/2013/32/contents;
Energy Act 2011,
Available at: http://www.legislation.gov.uk/ukpga/2011/16/contents;
Energy Act 2010
Available at http://www.legislation.gov.uk/ukpga/2010/27/contents;
Energy Act 2008
Available at http://www.legislation.gov.uk/ukpga/2008/32/contents;
Energy Act 2004
Available at http://www.legislation.gov.uk/ukpga/2004/20/contents.

[25] Competition Act 1998
Available at; http://www.legislation.gov.uk/ukpga/1998/41/contents

[26] Consumer Rights Act 2015
Available at:
http://www.legislation.gov.uk/ukpga/2015/15/pdfs/ukpga_20150015_en.pdf

[27] S.I. No. 3134/ 2013. The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013
Available at: http://www.legislation.gov.uk/uksi/2013/3134/contents/made;
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/265898/consumer-contracts-information-cancellation-and-additional-payments-regulations-2013.pdf

[28] S.I. No. 1277/2008. The Consumer Protection from Unfair Trading Regulations 2008
Available at: http://www.legislation.gov.uk/uksi/2008/1277/contents/made

[29] "Standard Licence Condition" means a standard licence condition of licences granted by the Gas and Electricity Markets Authority to supply electricity to premises.

[30] S.I. No. 3191/2009. The Electricity (Applications for Licences, Modifications of an Area and Extensions and Restrictions of Licences) Regulations 2009
Available at: http://www.legislation.gov.uk/uksi/2009/3191/contents/made

[31] S.I. No. 1898/2008. Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008
Available at: http://www.legislation.gov.uk/uksi/2008/1898/contents/made

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