



The Consumer Voice in Europe

# Clean Energy Package:

## What's in it for consumers

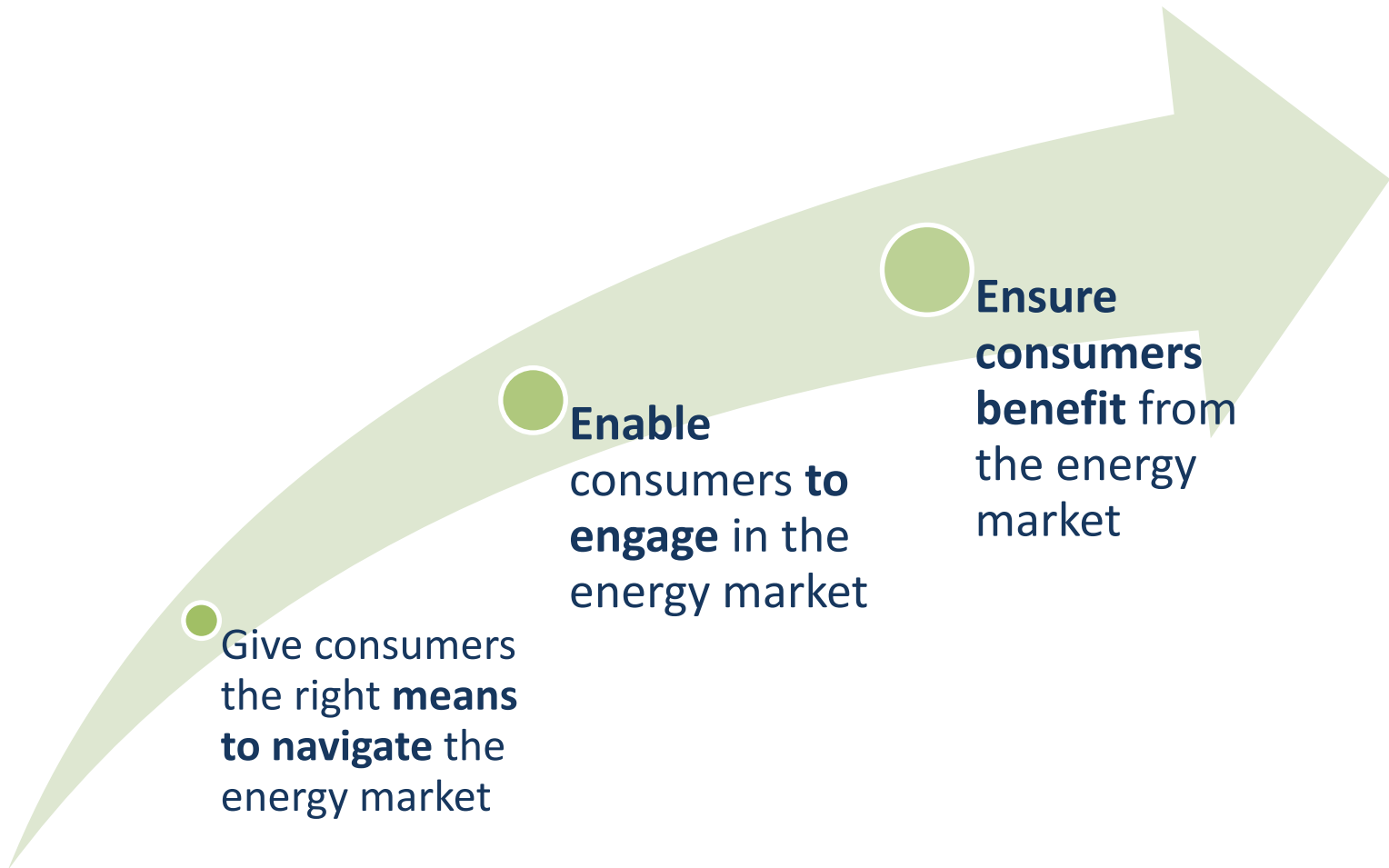
Angeliki Malizou, Energy Policy Officer  
ClientEarth/Rap 'Winter Package Symposium'  
Brussels

1 March 2017

# Objectives of the Clean Energy Package

- ✓ to make the EU number one in the world on renewables
- ✓ to prioritise energy efficiency
- ✓ to give consumers a fair deal

# Conditions for getting consumers on board




# Help consumers navigate the energy market



Old headaches

## Offers, contracts, bills

- Transparency
- Clarity
- Comparability



Only four in ten consumers  
agreed that the electricity bills  
were easy to understand.

Second consumer market study on the functioning of the  
retail electricity markets for consumers in the EU, 2017.

# Help consumers navigate the energy market

New opportunities & challenges

Revised Electricity Directive	
<b>New offers</b>	<p>Consumers are, on request, entitled to a <b>'dynamic electricity contract'</b>.</p> <ul style="list-style-type: none"> <li>• Member States to inform consumers about the risks of dynamic contracts.</li> <li>• National Regulatory Authorities to assess the market developments with regards to dynamic contracts and their impact on consumers in terms of financial risk.</li> </ul>
<b>New service providers (aggregators)</b>	<p>Member States should safeguard that aggregators are able :</p> <p>i ) to participate in the market <b>without consent from other market participants</b>;</p> <p>ii) can <b>engage with a consumer without the consent of his/her supplier</b>;</p> <p>Independent aggregators should <b>not be required to pay compensation</b> to other market participants but exceptions could apply.</p>

- Rules for contracts, bills, offers?

# Enable consumers to engage in the energy market

## Tools for active consumers:

- Switching
- The right to self-generate
- The possibility to benefit individually & collectively from self-generation
  - Data portability
- New services & offers (demand-side flexibility)

# Enable consumers to engage in the energy market



New services and offers

- ✓ Voluntary participation
- Tariffs which do not fluctuate according to the time of day, should always be available
- Those that cannot participate are not penalised
- Regular distributional analysis of the impact of new offers and services on different consumer groups
- ✓ Data portability

# Ensure consumers benefit from the energy market

- Consumers benefit from lower bills
- Consumers engaging into self-generation receive a fair remuneration for the service they provide to the grid



# Ensure consumers benefit from the energy market

## Consumers are in control:

- By having access to a single contact point for troubleshooting
- By having access to independent redress mechanisms, including mechanisms for the settlement of disputes involving suppliers from different sectors
- Of the collection and use of their data

## Address the risk of a two-gear energy society:

- Protect the vulnerable
- Make it an easy choice for all consumers



New services and offers

# New services and offers as part of the ‘Smart Home’

A smart home needs to be a **comfortable, energy efficient** living space in which consumers can benefit from **self-generation** of electricity and **smart and interoperable appliances** which have been **designed to last** and manage consumption through **consumer friendly smart metering systems**. Opting for smart home features should **not** come **at the cost** of consumer **safety** or **privacy** and **should not put a burden on them** when it comes to **liability**.



The Consumer Voice in Europe



[www.beuc.eu](http://www.beuc.eu) – [consumers@beuc.eu](mailto:consumers@beuc.eu)

