

# Break out session A

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## Affordability



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### Vulnerable customers

- Define who is vulnerable
- Protection, eg
  - Social tariffs, predictable prices,
  - Incentivize energy efficiency by specific programmes
- Empower
  - Independent, trusted advice, eg face to face or telephone
  - Simple information



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### Average households

- Empower
  - The basics – bills with actual consumption, more frequent information, comparison with historical records
  - New technology – benchmarking information, text messages, smart meters, appliance and building standards for energy efficiency
- Transparent prices
- Trust in advice



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### Small business

- Different businesses have different needs
- Similar to households – or worse off?
- Access to current and past consumption patterns
- Clearer and simpler contracts





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### Roles

- Government – key in policy decisions
- Regulators – focus on the long term interests of the customers
- Consumer associations – be active in the debate and directly advising consumers

