



Making the Energy Market Work for Consumers

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EU Strategy for Energy Consumers

Points of departure

1. Customer dissatisfaction with energy suppliers unacceptably high

=> leads to customer disengagement from the market when the opposite is needed

1. A competitive internal market remains the best tool to deliver a positive consumer experience most efficiently

=> requires empowered, informed, involved consumers

What strategy to best deliver needed change?

Three Pillars of EU Action

Implementation of 3rd Energy Package

- *Appropriate and timely transposition*

Going beyond the 3rd Package to make markets work for the consumer

- *Effective protection of vulnerable consumers*
- *Prices reflecting variability of supply and demand*

Making the most of available smart technologies

- *From smart meters to smart distribution grids*
- *Facilitate distributed generation and demand response*



Implementing the Strategy

Enforcing and assisting compliance

- *Infringements*
- *Providing guidance/soft-law*
- *Smart Grids Task Force*

Local actions in innovative solutions

- *Covenant of Mayors, Pact of Islands*
- *Smart Cities and Communities*

Citizens' Energy (London) Forum

- *Crucial for regular stakeholder dialogue*
- *Intensification of collaboration through Working Groups, country events*



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Thank You!

Energy