



The Consumer Voice in Europe

# Top Tips on how consumer bodies can tool up to better serve and empower energy consumers

► *Paolo Martinello, BEUC  
President*

Building a 2020 Vision for Europe's  
energy customers

CEER Conference

Brussels

21 June 2012

## BEUC?

- Bureau européen des Unions de Consommateurs
- Established in 1962 by 6 consumer organisations
- 42 member organisations
- 31 European countries (26 EU Member States)



# Power to energy consumers

- 1) Define clear strategies for empowerment depending on national market realities**
  - Make it easy to be an energy consumer
  - Make it funny to be an energy consumer
  - Make it financially worthwhile to monitor consumption
  
- 2) Give consumers the smart meters they need, if they need them – with information they understand. Then give them advice.**
  
- 3) Actively monitor energy markets – pricing and offer structures, consumer satisfaction, vulnerability, etc.**

# Power to energy consumers

**4) Ensure that there are exhaustive, updated, user-friendly and accurate Price Comparison Tools that consumers can use to compare offers, and to switch on a sound basis.**

## **5) Simplify. Simplify. Simplify. And Protect.**

- Offers need to be comparable
- Energy bills need to be clearly understandable
- Create Single Points of Contact
- Enable independent energy ombudsmen



The Consumer Voice in Europe

[www.beuc50years.eu](http://www.beuc50years.eu)

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

Bureau Européen des Unions de Consommateurs AISBL | Der Europäische Verbraucherverband  
Rue d'Arlon 80, B-1040 Brussels • Tel. +32 (0)2 743 15 90

