

Are energy consumer rights in place nationally?

- **Significant progress on customer rights but still some gaps in practice**
- **2020 Customer Vision to be launched at next week's London Forum**
- **Coming soon – CEER's new dedicated energy customer webpage**

The Council of European Energy Regulators (CEERⁱ) today published its status review of Member States' implementation of the (household) customer rights provisions of the 3rd Packageⁱⁱ). The report examines the state of play as of 1 January 2012, nine months after the 3rd Package had to be transposed into national law.

Significant progress on customer rights but still some gaps in practice

CEER has examined not only the legal but also the practical implementation of EU energy consumer rights for both electricity and gas across 6 areas (see table in notes to editor).

The [CEER Status Review](#) report shows (see summary table belowⁱⁱⁱ) that Member States have made significant progress in transposing customer empowerment and protection but there are still some delays, particularly regarding the time needed to switch suppliers and to settle disputes. Also, end-user price regulation continues to persist in the majority of Member States.

The vulnerable customer aspects of this Status Review will be presented to the Citizens' Energy (London) Forum^{iv}) next week (13-14 November). CEER's work on customer rights also features in the CEER/ACER Market Monitoring Report on the Internal Energy Market (to be released on 29 November).

Also published today, and to be presented at the London Forum, is [CEER's Benchmarking Report on Meter Data Management](#)^v which examines the approach to meter data management using case studies from 9 countries. How to manage data has gained interest as smart meter roll-out creates a need to communicate large volumes of metering data.

Customer Vision and CEER Action Plan to be launched at next week's London Forum

CEER will deliver on its promise to build a 2020 Vision for Europe's Energy customers. Following the CEER discussion paper (in April), our interactive Customer Conference (in June), the Vision will be launched publicly with BEUC, The European Consumer Organisation, together with CEER's 3-year action plan to make the Vision a reality at next week's London Forum.

CEER President, Lord Mogg said:

"Transposing rights into national law is a necessary first step, but it is not enough. Importantly, each country has an energy regulatory authority whose job it is to monitor the performance of electricity and gas markets and to protect and help enforce consumer rights. This we are doing at national and EU level to make sure markets are actually delivering benefits for consumers. We are also enshrining customer empowerment and protection as one of the 4 core principles of the 2020 Vision for EU energy customers."

Coming soon – CEER's new dedicated energy customer webpage

CEER has also just published an easily digestible [brochure on how CEER is putting consumers at the heart of EU energy policy](#). Coming soon (next week) is a new dedicated customer area on the CEER website with user-friendly information on customer rights, on how energy markets work, and on your energy customer contacts at national level.

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Ends
(see Note for Editors on next page)

Notes for Editors:

ⁱ The Council of European Energy Regulators (CEER) is the voice of Europe's national regulators of electricity and gas at EU and international level. It is a not-for-profit organisation which represents 31 national regulatory authorities from the 27 EU Member States, the former Yugoslav Republic of Macedonia (FYROM), Iceland, Norway and Switzerland. <http://www.energy-regulators.eu>

ⁱⁱ The 2009 “3rd Package” of EU energy laws significantly strengthens customer rights and regulators’ duties to protect and to empower customers.

ⁱⁱⁱ The main findings of the [CEER Status Review of Customer and Retail Market Provisions from the 3rd Package as of 1 January 2012](#) (Ref: C12-CEM-55-04):

CUSTOMER RIGHTS	CEER’s MAIN FINDING
Universal Service (right to be supplied)	Widely transposed.
Supplier Switching (within 3 weeks and get your final bill within 6 weeks)	Gaps between legal requirement and delays in practice.
Customer Information	Customers are well informed but there is room for improvement on the required energy checklist and the coordination between supplier and distribution system operator.
Complaint handling and out of court dispute settlement (to be settled within 3 months)	Alternative Dispute Resolution (ADR) mechanism is well established but there are delays in settling out-of-court disputes within the mandatory 3 months.
Member States must ensure that there are adequate safeguards to protect vulnerable customers	Most countries have defined a “concept” of vulnerable customers; no common definition; but good levels of protection of vulnerable customers and Member States do this in many different ways.
Whether regulated end-user prices exist	More than half of the CEER member countries still have regulated end user prices. There are plans to remove them in electricity (but not in gas) in a large number of countries where they continue to persist.

^{iv} The European Commission established the Citizens’ Energy Forum (London Forum) in October 2008. This annual forum brings together regulators, national consumer bodies, industry and Member State representatives to discuss customer and retail energy market issues. http://www.energy-regulators.eu/portal/page/portal/EER_HOME/EER_WORKSHOP/Stakeholder%20Fora/London%20Fora

^v The [CEER Benchmarking Report on Meter Data Management - Case Studies](#) (Ref: C12-RMF-46-05) provides an overview of meter data management in 9 countries: Austria, Belgium, Denmark, Germany, Italy, Norway, Spain, the Netherlands and the United Kingdom.

Council of European Energy Regulators (CEER)

<http://www.energy-regulators.eu>

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Visit our dedicated energy customer area on CEER’s website

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