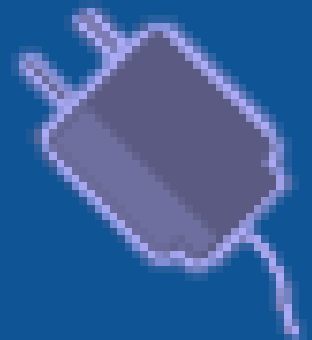




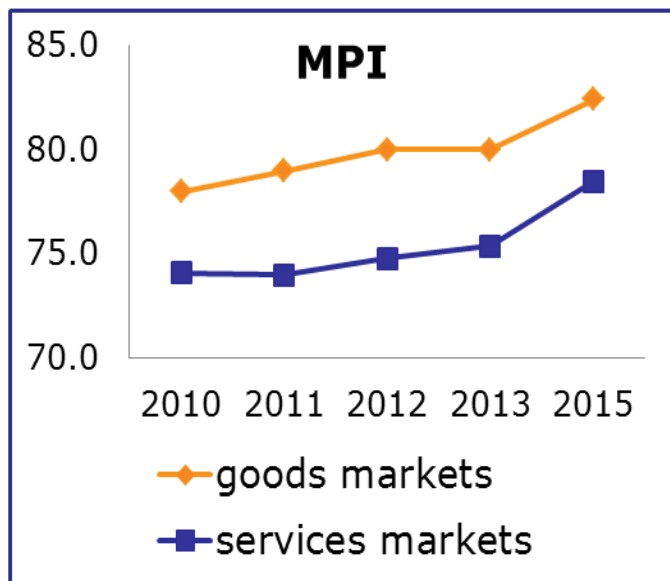
Consumer Markets Scoreboard 2016 – Energy markets

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Consumer Markets Scoreboard 2016

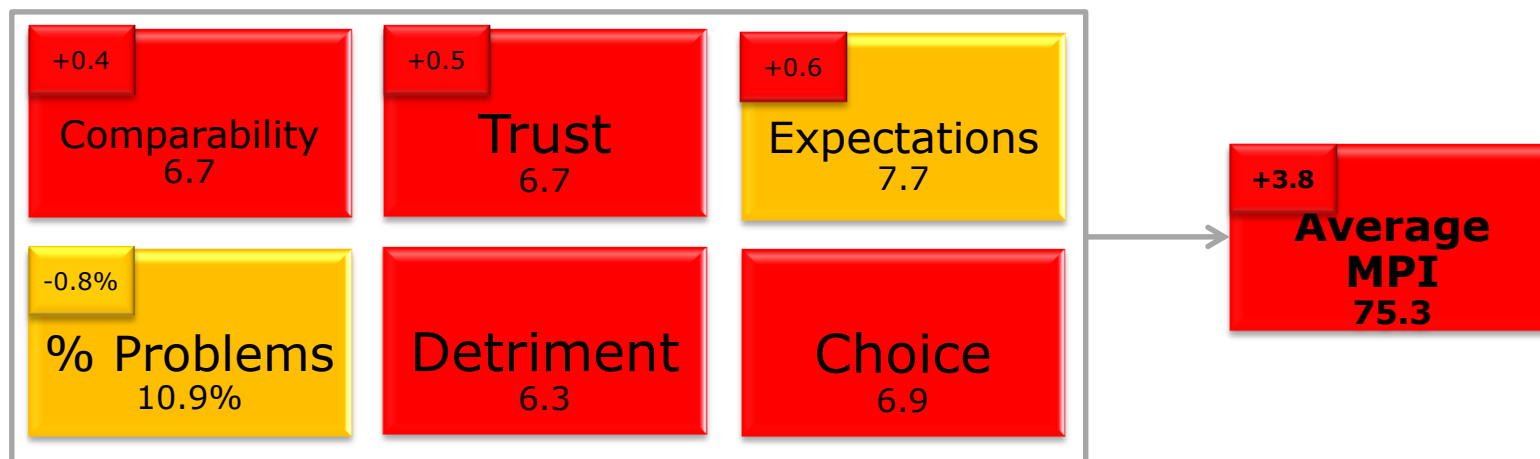
- **42 markets** (29 services and 13 goods markets)
- **Market Performance Index (MPI): comparability** of offers, **trust** in businesses to respect consumer protection rules, the extent to which markets live up to what consumers **expect, choice** of retailers/suppliers and the extent to which **problems** experienced in the market cause **detriment**.



- Sharp **improvement** in market performance observed in 2015
- Bigger increase for **services**, which are reducing the gap with goods
- Largest increases are seen in **trust** in sellers to respect consumer protection rules and in the extent to which markets meet consumers' **expectations**

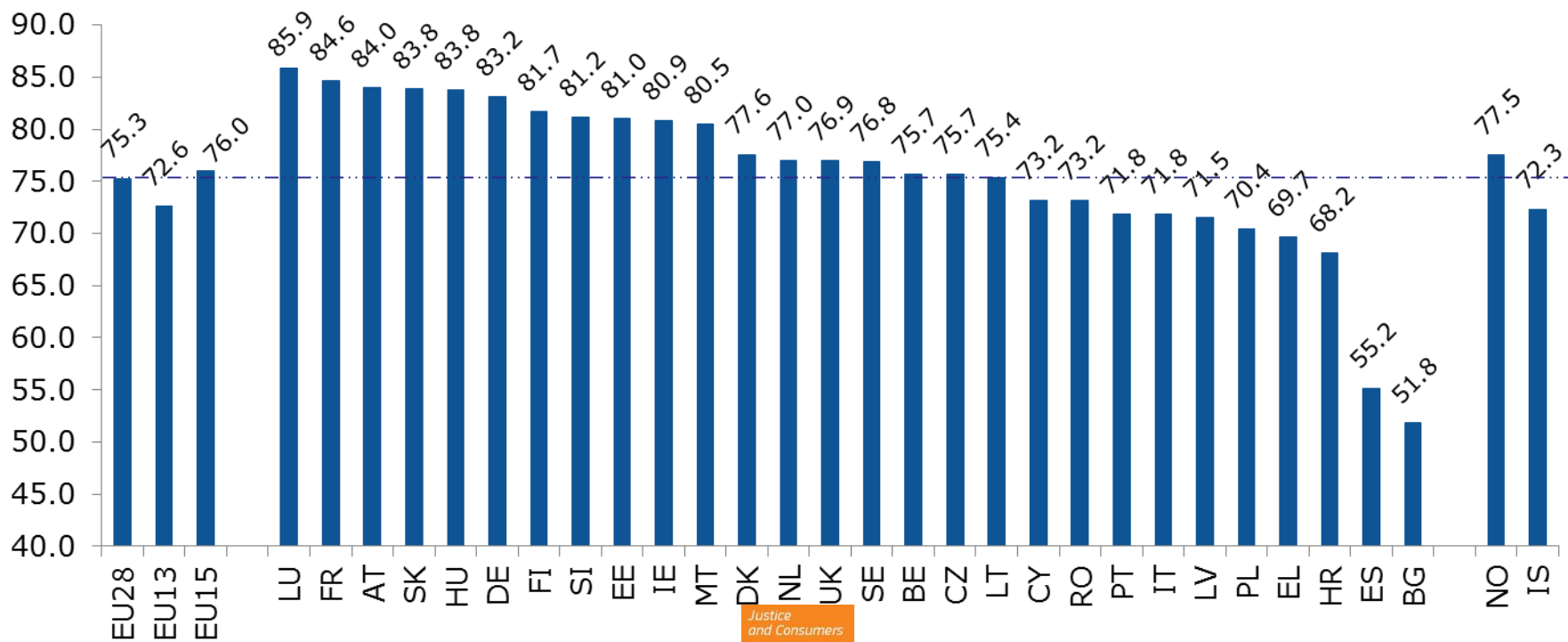
Electricity Market

- Low performing market
- Ranked 26th out of 29 services markets
- Increased by 3.8 points from 2013 to 2015

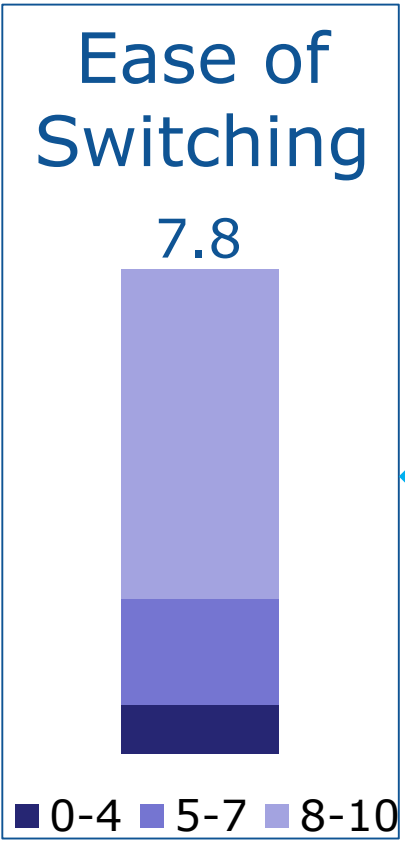


Electricity Market

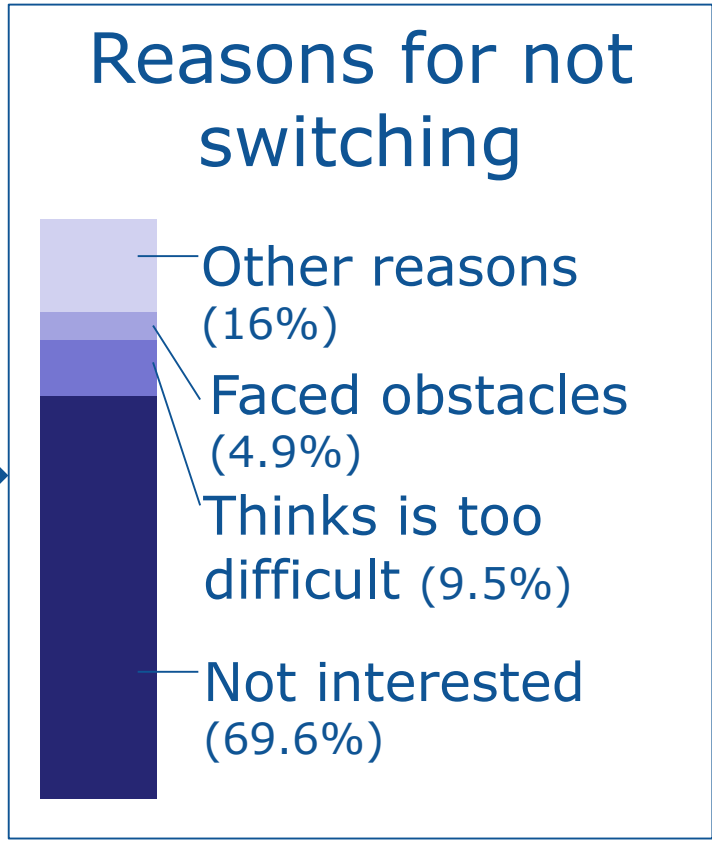
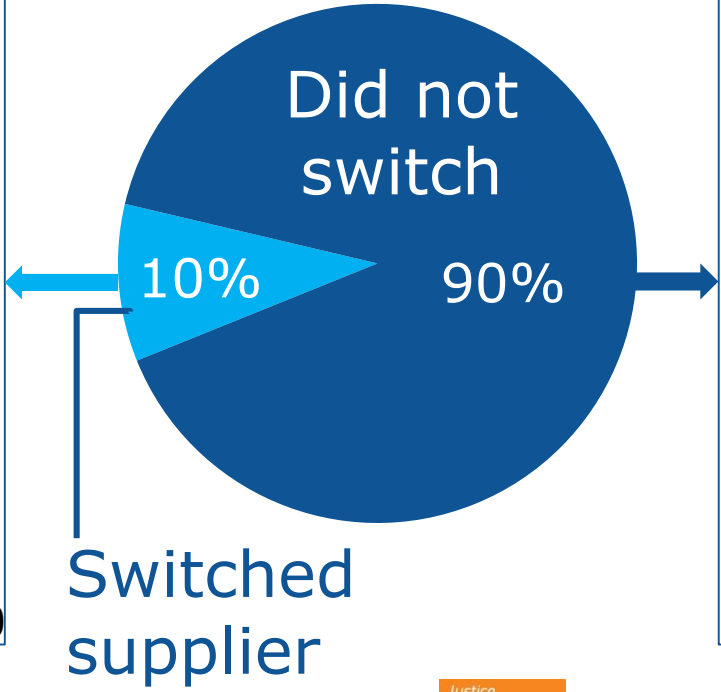
Significant differences between countries remain. The electricity market is one of the markets with **widest dispersion in performance scores** found.



Electricity Market



Switching Supplier



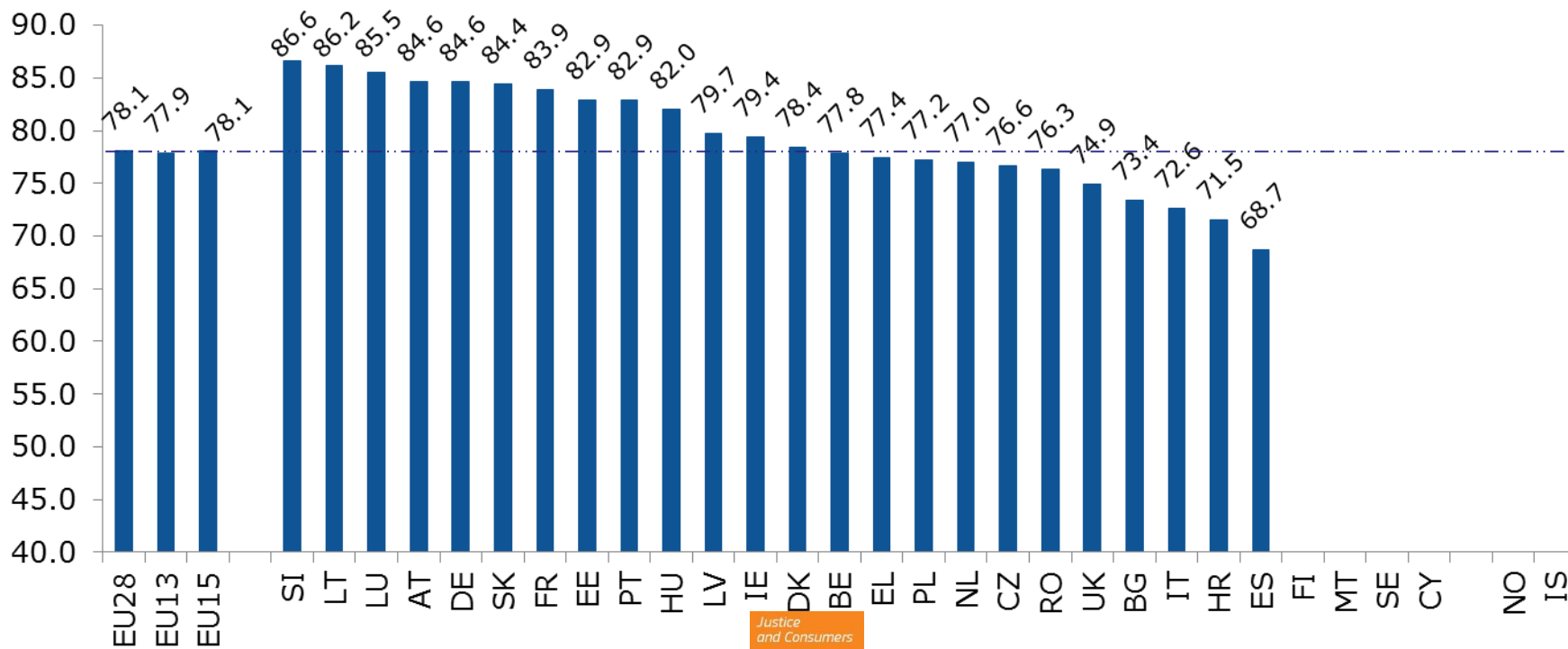
Gas Market

- Middle to high performing market
- Ranked 14th out of 29 services markets
- Increased by 4.5 points from 2013 to 2015.



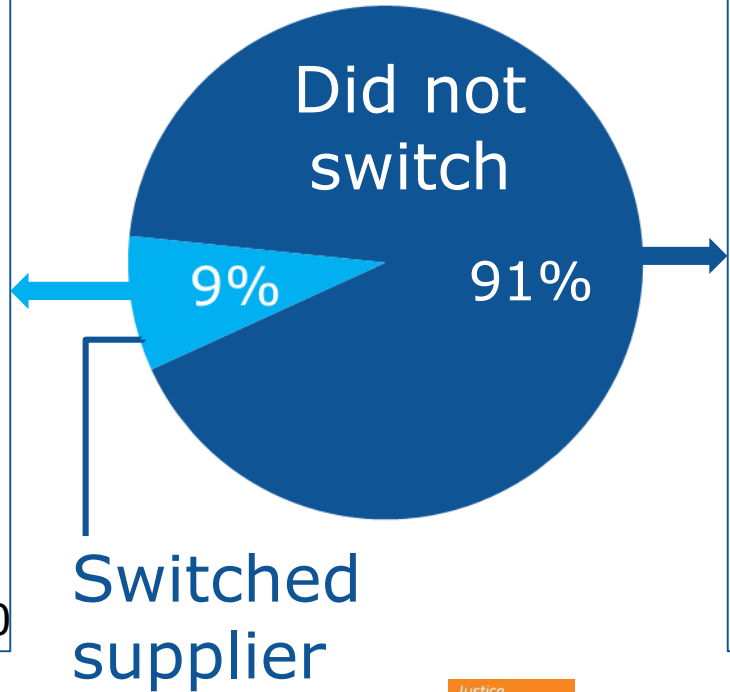
Gas Market

The Gas services market scores higher than the EU28 average in the Western region (81.1) and lower than average in the Southern region (72.4).

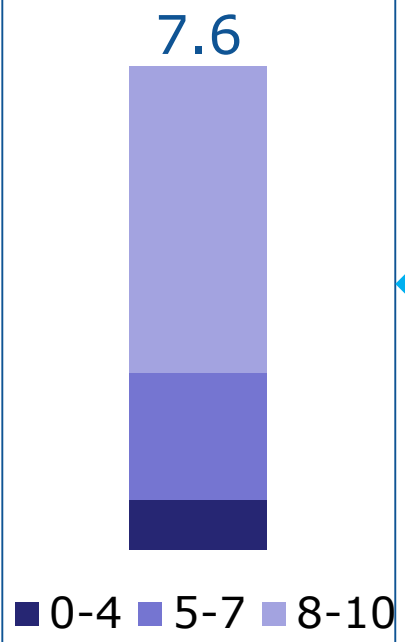


Gas Market

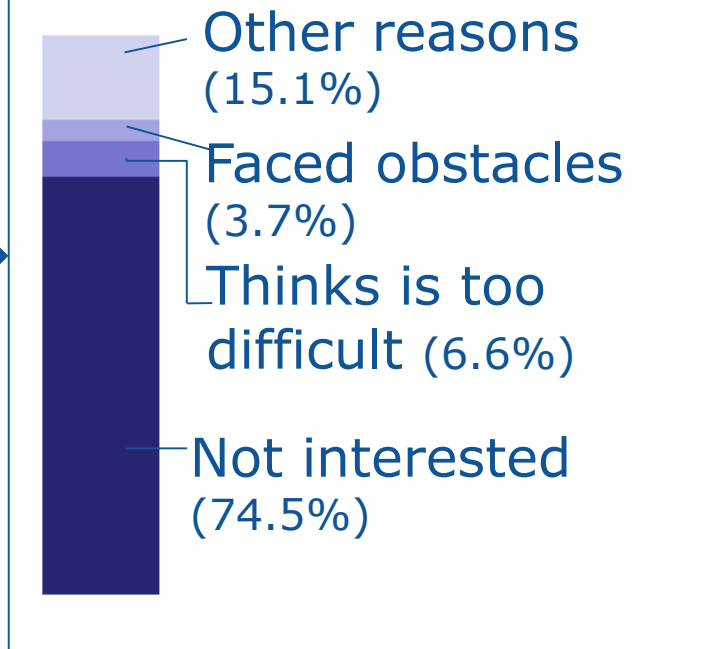
Switching Supplier



Ease of Switching



Reasons for not switching



Consumer Markets Scoreboard 2016

- ✓ Performance of energy markets **improving**, but electricity remains low-performing
- ✓ Very **uneven performance** in different countries, in particular for electricity
- ✓ Data on switching suggest that **some consumers are not fully benefiting** from competition among suppliers



Expected publication : September 2016

For more information :

http://ec.europa.eu/consumers/consumer_evidence/consumer_scoreboards/index_en.htm

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