Supporting the 2020 Vision for Europe's Energy Customers

CEER Annual Customer Conference

18 June 2014

Lewis Shand Smith, Chair

neon National Energy Ombudsmen Network

1. “RASP principles”

“**Protection & Empowerment**” principles reflect the work of **NEON members** as **Ombudsmen.**

It is also one of the 4 objectives of the Association.

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1. Protection

- By handling **consumer disputes**, as an **external appeal body**, we **rebalance** the relationship consumers have with companies, whilst remaining impartial.
- We respect principles of **fairness**, with **no discrimination,** and pay special attention to **vulnerable customers.**
- We promote and guarantee **human and fundamental rights.**

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1. Empowerment

- We have **powers of investigation** and we formulate **opinions** and **recommendations** on our findings, helping **consumers raise their voices.**

- By **monitoring, analysing** and **releasing data**, we empower consumers:
  - We may **highlight poor performance** of energy companies; they may act on this basis to improve their level of service;
  - We **enable regulatory bodies and governments to take relevant action** where required.

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2. Actions

- **EC Working group on "Vulnerable Consumers";**
- **Monitoring** complaint levels;
- **Highlighting specific issues** and needs in real time and **training** on these issues;
- Promoting **ADR** and **sharing expertise** in public discussions.

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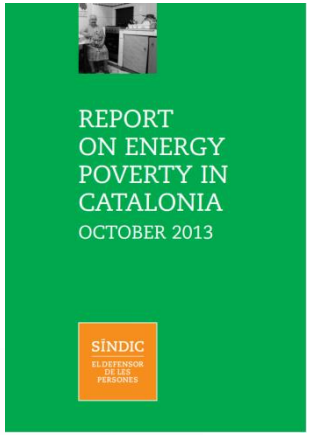
3. Examples

- Ad **Hoc Reports** and **Annual Reports;**
- **Policy advice** (e.g. the new Consumer agreement in Belgium, supplier of last resort in France…);
- **Bilateral meetings** with energy companies, regulators, DSOs…;
- Improve **awareness and accessibility** through **the media, public hearings and conferences.**



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4. In the Future…

- **promoting membership of NEON**;
- assisting with the **transposition of the ADR Directive and Third Energy Package**;
- encouraging the practice of **Ombudsmen** and other ADR schemes in the energy sector;
- sharing data and **best practices**.

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Thank you

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