

The interests of European energy consumers

The Consumer Council of Norway
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Agenda

- State of play – Norway
- Practical experiences and lessons learned
- Recommendations

Essence

Coupling between:

- Access to price information
- Price volatility
- Possibility to react and switch
- How quick switching is executed
- Sanctions in case of breach

State of play Norway

- A mature and well-functioning market
 - No regulated prices
 - Fixed, standard variable, or spot price contract
- Switching frequency and possibility
 - Yearly switching rate
 - Real choice of supplier and product/agreement
 - Marketplace
- Advanced meters by 2013
 - Basic functionality and requirements
 - Regulators role
 - Impact on supplier switching amongst consumers?

State of play Norway

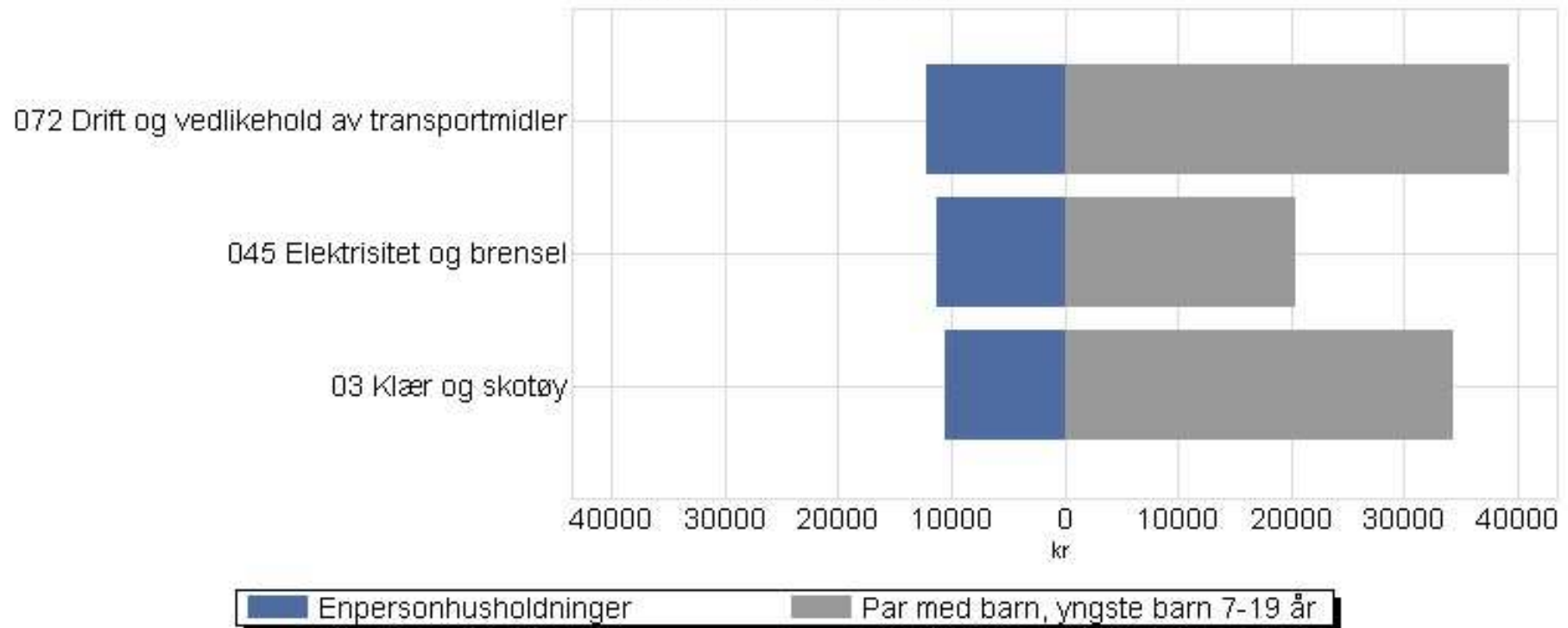
- Kraftprisdatatabasen
 - All suppliers (to household consumers)
 - Neutral information
 - Possible improvements
- Supplier switching - basic requirements
 - 2 weeks!
 - Required meter reading
 - One contact point (benefit and challenge)
 - Meter ID – subscriber information
 - Written agreement required
- Dispute settlement board
 - Balanced representation

Consumer confidence

- Practical challenges
 - Estimations
 - Meter readings
 - Who accesses what information
 - Price volatility/fluctuations

Incentives to switch supplier?

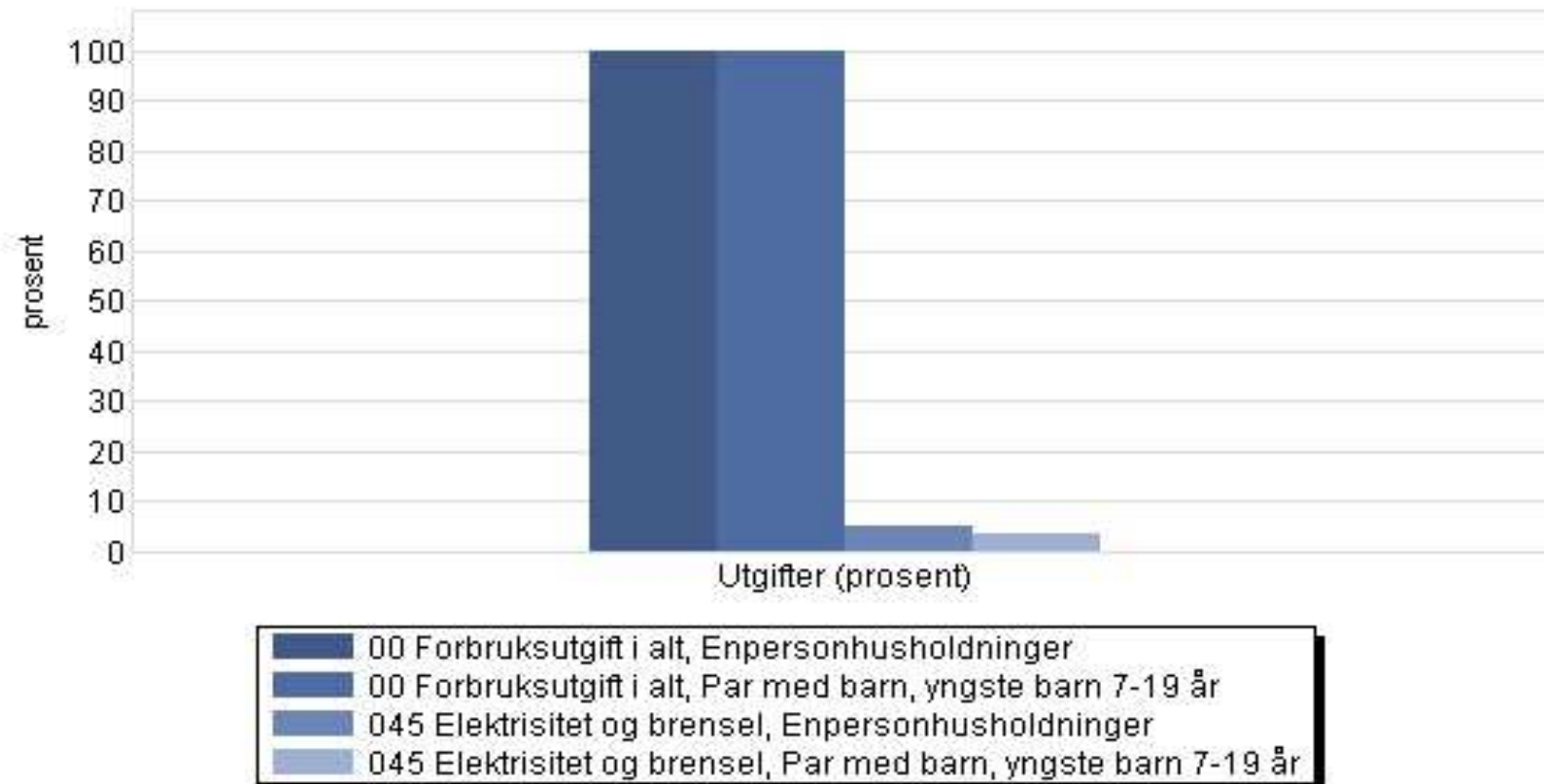
Utgift per husholdning,
etter husholdningstype og vare- og tjenestegruppe.
2005-2007. Utgifter (kr).



Kilde: Statistisk sentralbyrå



**Utgift per husholdning,
etter vare- og tjenestegruppe og husholdningstype og statistikkvariabel.
2005-2007.**



Kilde: Statistisk sentralbyrå

Incentives to switch supplier?

- Price differences
- Saving potential financial and environmental
- Accurate information of actual consumption
- Visibility of real time consumption
- Billing – practical comfort
- DSO and supplier bundling

Recommendations

- Legally binding requirements
- Technological advancement
- Consumer awareness and incentives
- Consumer information
- KEY = role of regulator

Thank you for your attention!

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