

CEER

**Council of European
Energy Regulators**



Billing and Switching

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Clear, accurate customer information and billing

- **Information is a basic right** that helps consumers adjust consumption in response to market signals and to make rational and more efficient choices.
- The current practice of presenting, on average, **ten distinct information items** on a consumer bill may be **too much** for consumers to deal with, thus compromising the beneficial role of information to consumers.
- CEER instead supports some **minimum level of consumer protection information** on bills so that they are **simple and clear**. In other words, providing consumers with effective and simple tools to understand their energy consumption, the related costs, payment methods and how to manage the bill.
- Consumers **should be able to choose their billing period** from a range of options, regardless of the type of meter.
- Minimum **two years** of historical consumption data.
- **Informing consumers on price changes in advance** should be implemented in all MSs and should be aligned with national consumer legislation as much as possible.



Fast and free supplier switching

- Switching supplier is a key way for customers to benefit from the EU's energy market liberalisation drive, providing customers **with the opportunity to get a better price and service deal**.
- Existing European energy legislation (3rd Energy Package) states that supplier switching should be **free of charge** and completed within a maximum of three weeks.
- CEER recommends a more ambitious target so that the technical supplier switching process is typically completed **within 24 hours on any working day**, as this should be possible given the mass roll-out of IT in recent years.
- The ACER-CEER 'Bridge to 2025' document recommends that the 24-hour target should be **achieved by 2025**, However, with advancing technology, this target could be achieved by an earlier date (e.g. 2022).
- MSs should clearly **inform consumers about when the switching period starts** in order to secure energy supplier switching within the intended timeframe and offer consumers a free choice of the date when the switch needs to be executed.