



BEUC The European
Consumer
Organisation

The Consumer Voice in Europe

The situation in the European energy market

Jaume Loffredo, Energy Team Leader

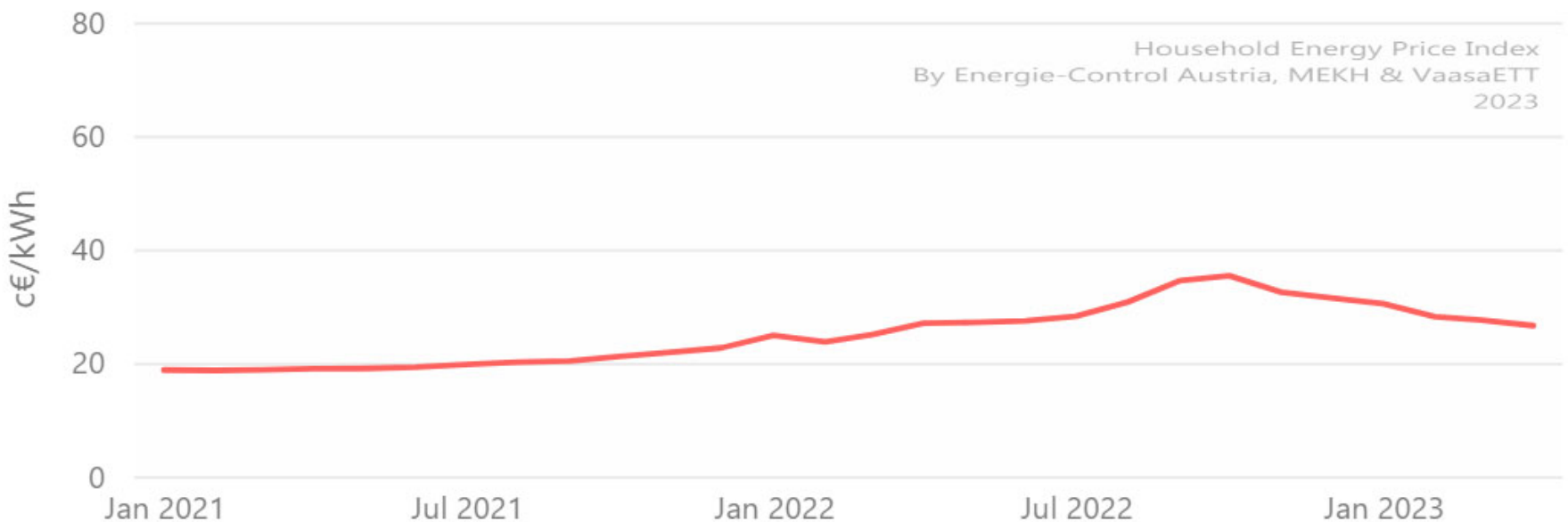
„Kundenkommunikation in schwierigen Zeiten?“ – 31/5/2023



EU CITIZENS FACED RECORD HIGH ENERGY PRICES

Electricity Historical Price Data in capital cities

● Average - EU27



JOINT COMMON PRINCIPLES FOR ENHANCED CONSUMER PROTECTION



JOINT COMMON PRINCIPLES FOR ENHANCED CONSUMER PROTECTION THIS WINTER

WHY WE ACT

The Russian invasion of Ukraine dramatically changed the economic and social situation in Europe, with costs-of-living rising sharply in the Union also due to increasing energy prices. Unprecedented measures have been taken at EU and at national level to support consumers, with energy-specific measures and measures based on the existing consumer protection and social policy framework at Union and national levels.

JOINT COMMON PRINCIPLES FOR ENHANCED CONSUMER PROTECTION

1. Bill deferrals & payment plans
2. Avoidance of energy disconnections
3. Avoidance of unilateral contract changes
4. Advice to consumers – e.g. on energy efficiency, best energy offer, etc.

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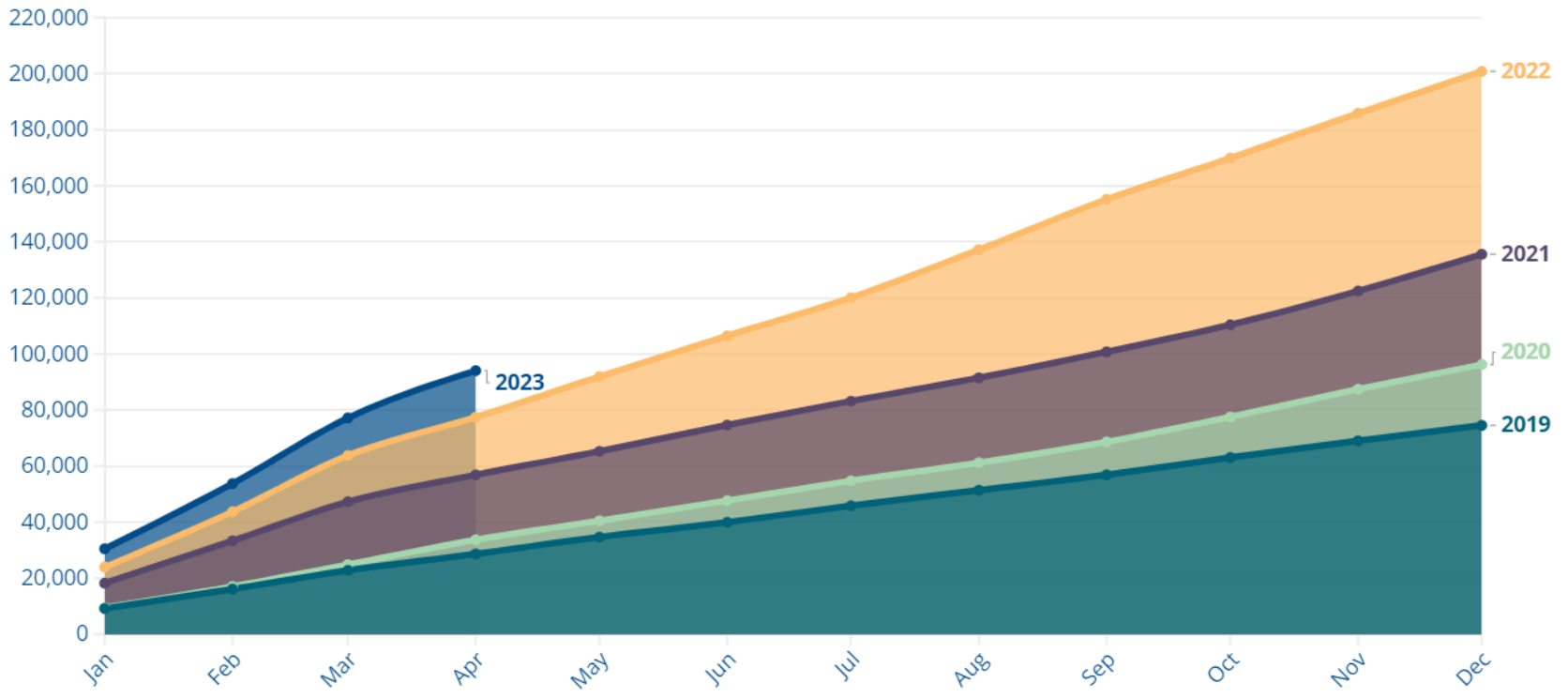
Companies were telling us that they have always been offering bill deferrals, payment plans and advice. But do consumers know?

CONSUMERS WERE SEEKING SUPPORT (1)...

Cumulative number of people we've helped with crisis support each year

The crisis shows little sign of slowing down, as the gap between 2023 and 2022 grew in April.

Crisis support includes food bank referrals and emergency charitable support.



CONSUMERS WERE SEEKING SUPPORT (2)...



...AND FACING UNRESPONSIVE CUSTOMER SERVICE...

„Die Verbraucherin versucht seit Tagen den Anbieter telefonisch zu erreichen. Auch nach einer Stunde Warteschleife bekommt sie keinen Mitarbeiter ans Telefon.“

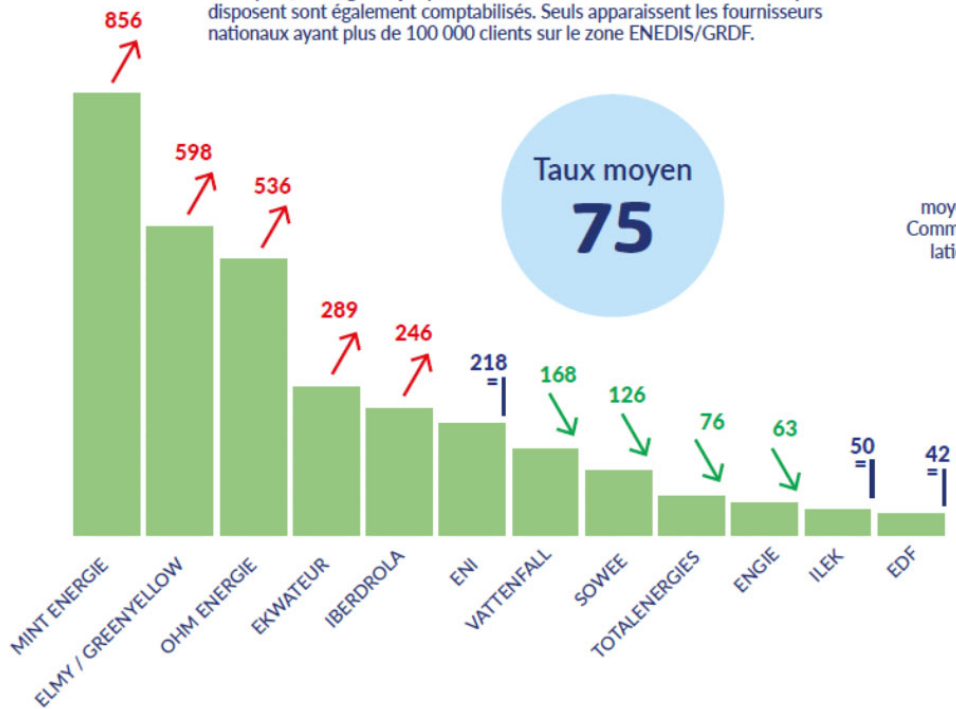
„Guten Tag, Ich renne seit der Rechnung für Strom vom 18.06.2021 einem Guthaben von ca. 300 € hinterher. Die Hotline ist selbst nach Stunden in der Warteschlange nicht zu erreichen und auch auf E-Mails wird nicht reagiert. Laut Trustpilot bin ich nicht der Einzige, der dieses Problem mit dieser Firma hat.“

...AND MANY WENT TO AN OMBUDSMAN / TO COURT

Taux de litiges par fournisseur

Litiges reçus en 2022 pour 100 000 contrats résidentiels

Par équité, les litiges reçus par les médiateurs internes des fournisseurs qui en disposent sont également comptabilisés. Seuls apparaissent les fournisseurs nationaux ayant plus de 100 000 clients sur le zone ENEDIS/GRDF.



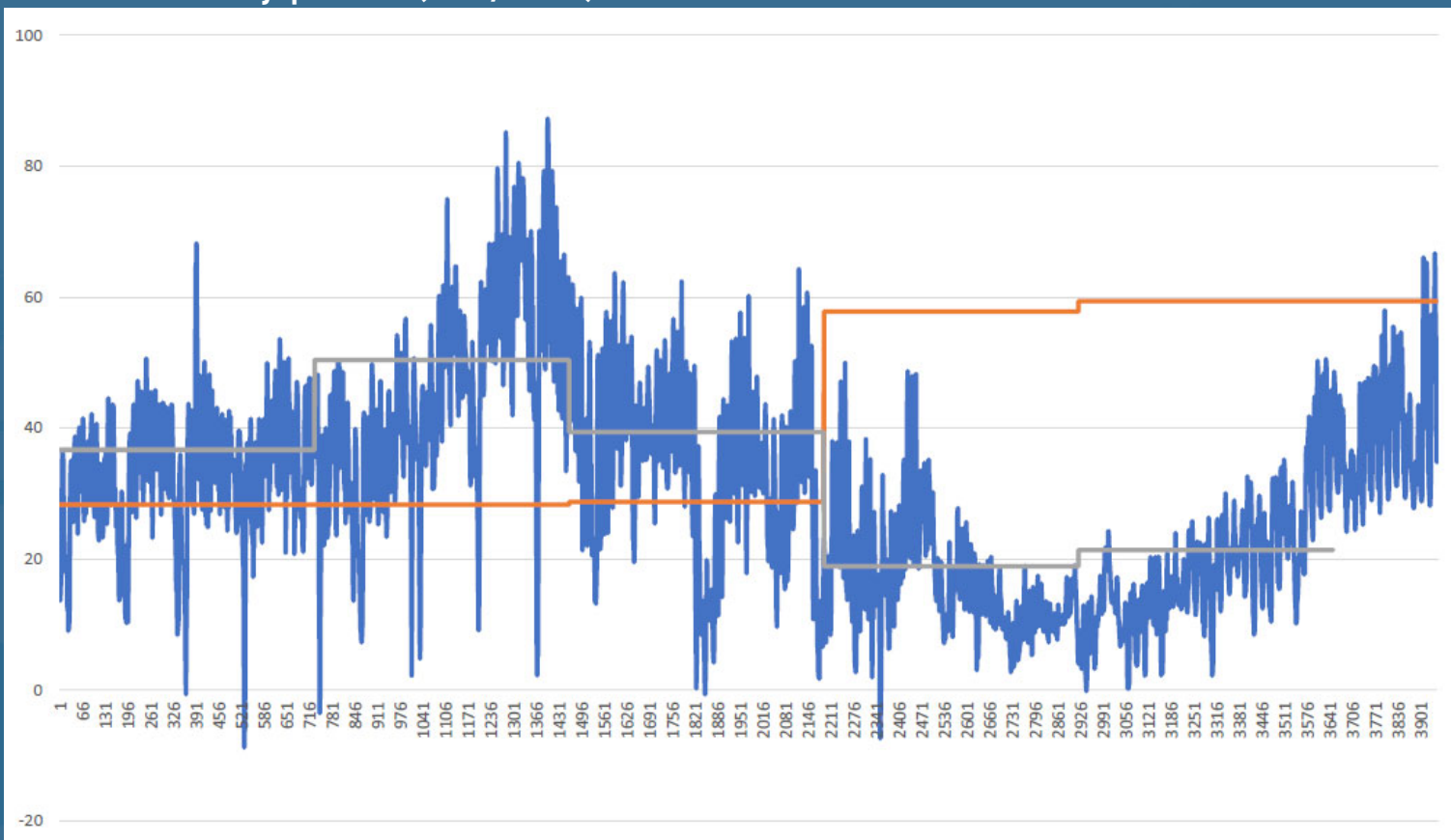
Le nombre de contrats gaz et électricité est le portefeuille moyen fourni par la Commission de régulation de l'énergie.

CONSUMERS WERE SEEKING FIXED PRICE CONTRACTS...

1. Demand for fixed-price contracts increased: consumers were seeking price stability
2. OCU (ES) ran a collective switching campaign: record of subscribers
3. Test-Achats (AT) ran an advocacy campaign to re-establish fixed-price tariffs
4. Estonia: fixed tariff were introduced – soon after the introduction the most expensive on the market

...BUT HAVE THEY BEEN WELL ADVISED?

Retail electricity prices (in c/kWh) in H2 2022 in Flanders with a selection of offers



WHAT WAS DONE (POORLY?) [1]



MISURE DI RISPARMIO ENERGETICO NEL SETTORE DOMESTICO



MISURE AMMINISTRATIVE



15 giorni in meno di accensione del riscaldamento, un'ora al giorno in meno e un grado interno in meno



Ipotesi famiglie interessate

79%



Risparmio nazionale annuale di gas metano (Mld Smc)

2,70



Risparmio energetico medio annuale per famiglia

134 Smc



Risparmio economico medio annuale per famiglia (€)

179



MISURE COMPORTAMENTALI A COSTO ZERO



Utilizzare per il riscaldamento le pompe di calore elettriche installate per il condizionamento

5%

0,82

607 Smc (2)

197



Ridurre i tempi e/o la temperatura della doccia

60%

2,19

142 Smc

190



Ridurre il numero di lavaggi con lavatrice e lavastoviglie

100%

0,44 (1)

307 kWh

127



Ridurre degli sprechi nell'utilizzo delle apparecchiature elettriche (elettrodomestici e luci)

100%

0,10 (1)

90 kWh

37

ECONOMIA

Crisi energia, stretta su riscaldamenti e consumi virtuosi

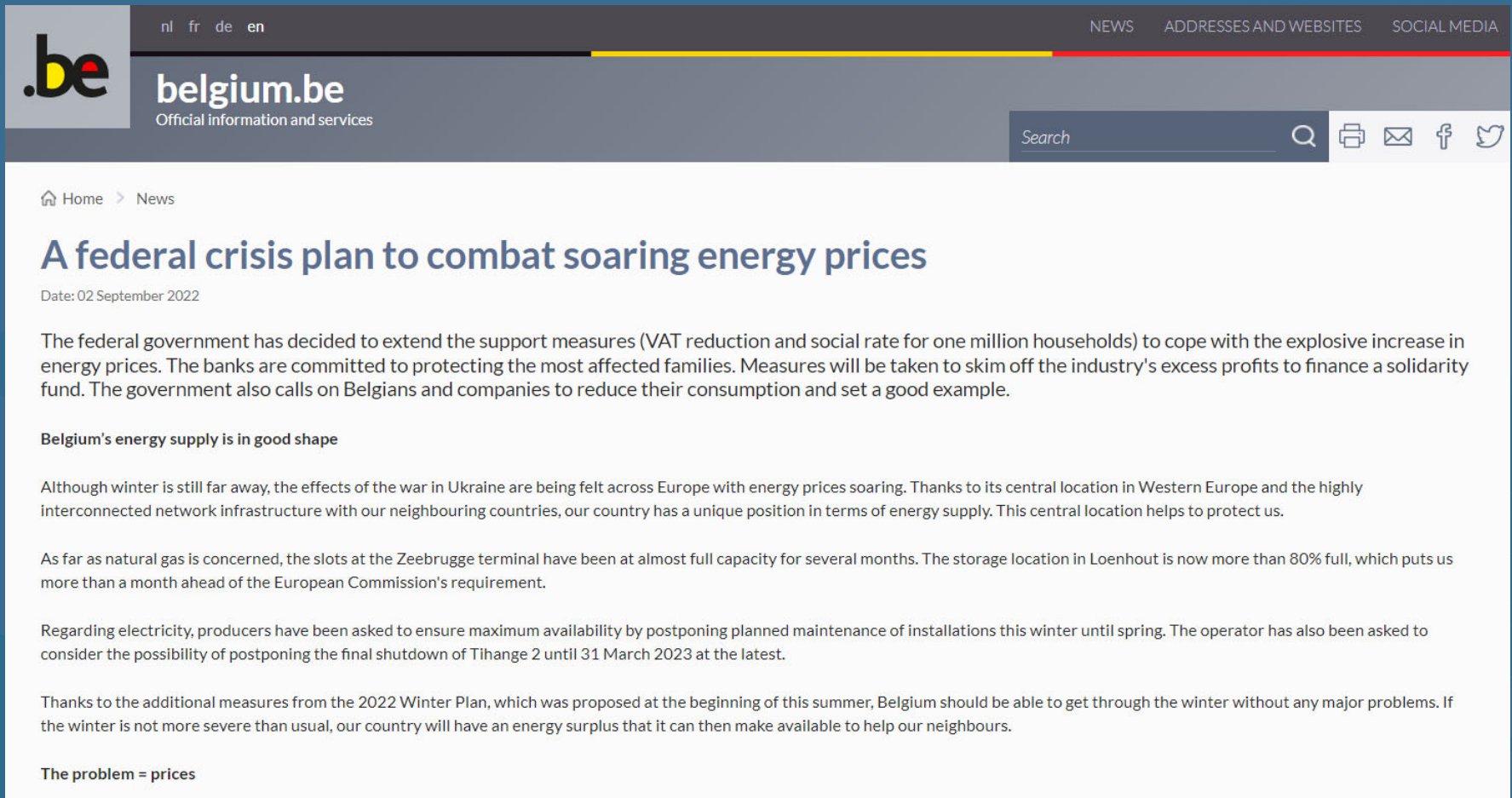
06 set 2022 - 17:11

Simone Spina



Termosifoni più bassi di un grado e un'ora in meno al giorno, con il periodo in cui poterli tenere accesi ridotto di quindici giorni. Queste alcune delle misure del piano di risparmio energetico del governo, che spinge gli italiani a comportamenti parsimoniosi: dalle docce più brevi all'uso a pieno carico della lavatrice

WHAT WAS DONE (POORLY?) [2]








The screenshot shows the Belgium.be website interface. At the top, there are language options (nl, fr, de, en) and navigation links for NEWS, ADDRESSES AND WEBSITES, and SOCIAL MEDIA. The main header features the .be logo and the text 'belgium.be Official information and services'. A search bar is located on the right side of the header. Below the header, the breadcrumb 'Home > News' is visible. The main content area displays a news article titled 'A federal crisis plan to combat soaring energy prices' with a date of '02 September 2022'. The article text discusses the federal government's decision to extend support measures for VAT reduction and social rate for one million households to cope with the explosive increase in energy prices. It also mentions that the government calls on Belgians and companies to reduce their consumption and set a good example. The article is divided into sections: 'Belgium's energy supply is in good shape', 'Although winter is still far away, the effects of the war in Ukraine are being felt across Europe with energy prices soaring...', 'As far as natural gas is concerned, the slots at the Zeebrugge terminal have been at almost full capacity for several months...', 'Regarding electricity, producers have been asked to ensure maximum availability by postponing planned maintenance of installations this winter until spring...', and 'Thanks to the additional measures from the 2022 Winter Plan, which was proposed at the beginning of this summer, Belgium should be able to get through the winter without any major problems. If the winter is not more severe than usual, our country will have an energy surplus that it can then make available to help our neighbours.' The article concludes with the section 'The problem = prices'.

nl fr de en

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A federal crisis plan to combat soaring energy prices

Date: 02 September 2022

The federal government has decided to extend the support measures (VAT reduction and social rate for one million households) to cope with the explosive increase in energy prices. The banks are committed to protecting the most affected families. Measures will be taken to skim off the industry's excess profits to finance a solidarity fund. The government also calls on Belgians and companies to reduce their consumption and set a good example.

Belgium's energy supply is in good shape

Although winter is still far away, the effects of the war in Ukraine are being felt across Europe with energy prices soaring. Thanks to its central location in Western Europe and the highly interconnected network infrastructure with our neighbouring countries, our country has a unique position in terms of energy supply. This central location helps to protect us.

As far as natural gas is concerned, the slots at the Zeebrugge terminal have been at almost full capacity for several months. The storage location in Loenhout is now more than 80% full, which puts us more than a month ahead of the European Commission's requirement.

Regarding electricity, producers have been asked to ensure maximum availability by postponing planned maintenance of installations this winter until spring. The operator has also been asked to consider the possibility of postponing the final shutdown of Tihange 2 until 31 March 2023 at the latest.

Thanks to the additional measures from the 2022 Winter Plan, which was proposed at the beginning of this summer, Belgium should be able to get through the winter without any major problems. If the winter is not more severe than usual, our country will have an energy surplus that it can then make available to help our neighbours.

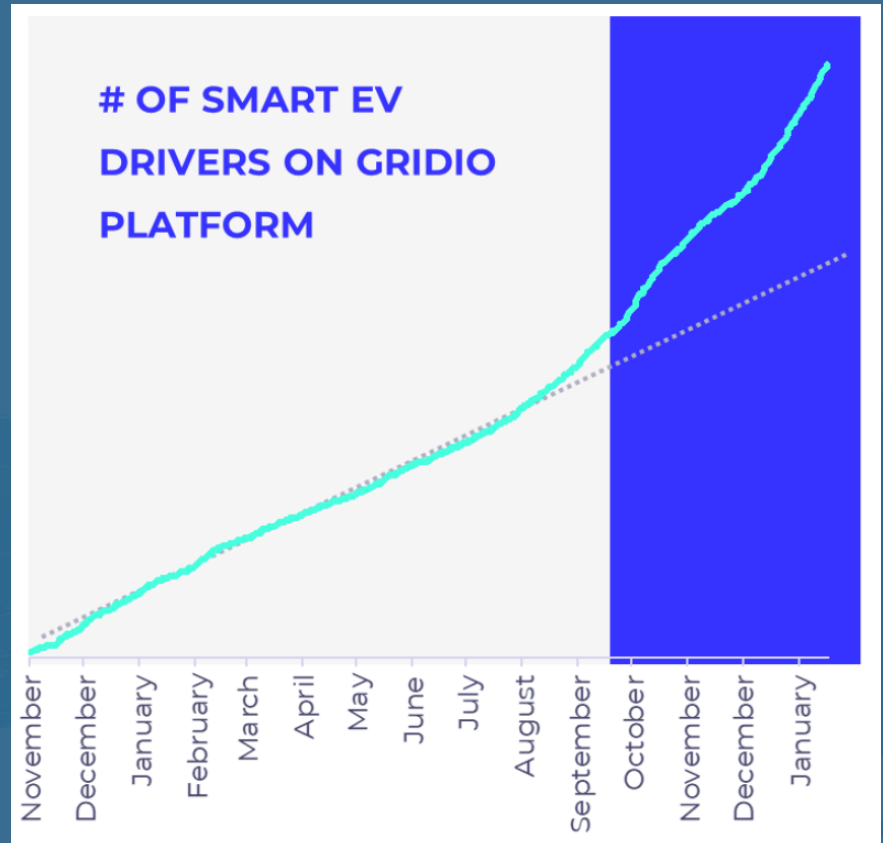
The problem = prices

WHAT WAS DONE (BETTER?) [1]



For the next time being, there will be
NO PEAK HOURS

If you would like to use electricity when it makes most sense, then we suggest you find the cheapest hour above to do so.



WHAT WAS DONE (BETTER?) [2]

plenitude

CASA BUSINESS CONDOMINIO

Luce e gas ▾ Caldaie e clima ▾ Fotovoltaico ▾

Casa | Assistenza clienti | Pagamento bollette | Rateizzazione Bolletta

Come rateizzare le bollette

Servizio | I consumi di luce e gas

Plenitude: bollette a rate nel primo semestre per le famiglie in difficoltà. Ecco come funziona

La società attiva la possibilità di rateizzare le fatture energetiche a partire dal primo febbraio: il piano sarà strutturato in rate variabili in funzione dell'importo

di Celestina Dominelli

26 gennaio 2023



Bollette luce e gas: rateizzazione possibile grazie ad accordo Associazioni Consumatori e Plenitude

27 Gennaio 2023

ANSA.it › Ultima Ora › Plenitude, bollette luce-gas a rate per il primo semestre

Plenitude, bollette luce-gas a rate per il primo semestre

Accordo con associazioni dei consumatori, dal primo febbraio

Redazione ANSA

ROMA

26 gennaio 2023

11:27

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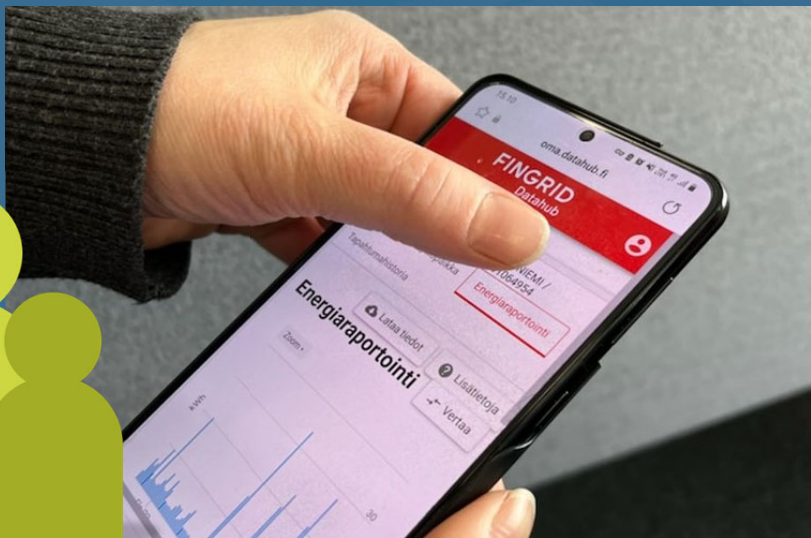


- RIPRODUZIONE RISERVATA

CLICCA PER INGRANDIRE +

(ANSA) - ROMA, 26 GEN - Plenitude va incontro ai clienti in difficoltà nel pagamento delle bollette.

WHAT WAS DONE (BETTER?) [3]



FINGRID Datahub Asiakasportaali
[User Profile] [Flag] [Logout]

Home / Sopimus [Redacted]

Sopimus Käyttöpaikka **Energiaraportointi** Tapahtumahistoria [Redacted] 21110 NAANTALI / Käyttöpaikkatunnus [Redacted]

Energiaraportointi

Vertaa Lataa tiedot Lisätietoja

Päivä Kuukausi Vuosi

Tunnit Päivät Viikot Kuukaudet Yhteenlaskettu

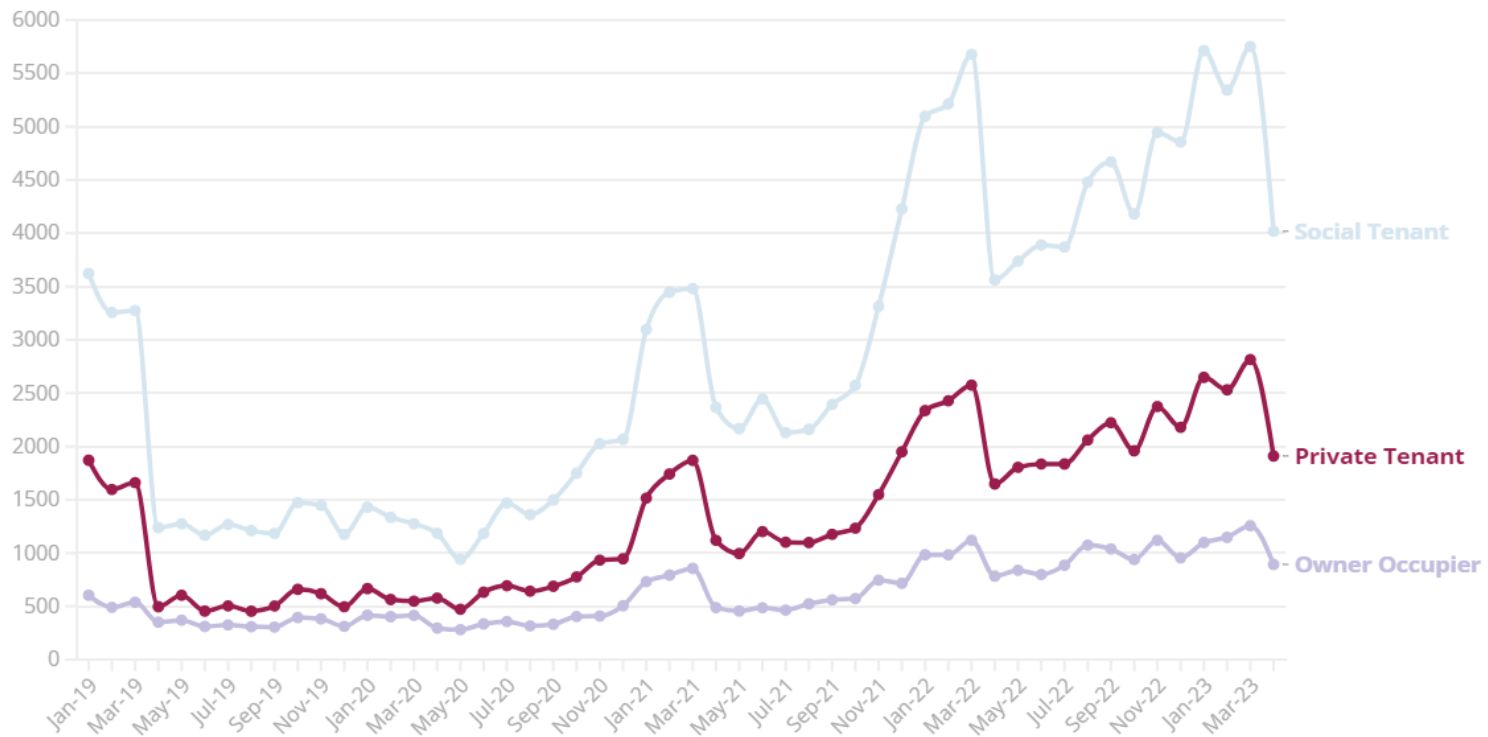
Alkamispäivämäärä Päätymispäivämäärä
22.12.2021 22.03.2022

Päivämäärä	[Redacted] (kWh)	Status
22.12.2021 00:00	73.92	OK
23.12.2021 00:00	70.8	OK
24.12.2021 00:00	99.91	OK
25.12.2021 00:00	88.35	OK
26.12.2021 00:00	58.23	OK
27.12.2021 00:00	58.86	OK

NOT ALL CONSUMERS ARE THE SAME (AND RESPOND THE SAME WAY)

The number of people we're helping with charitable support referrals by demographic group

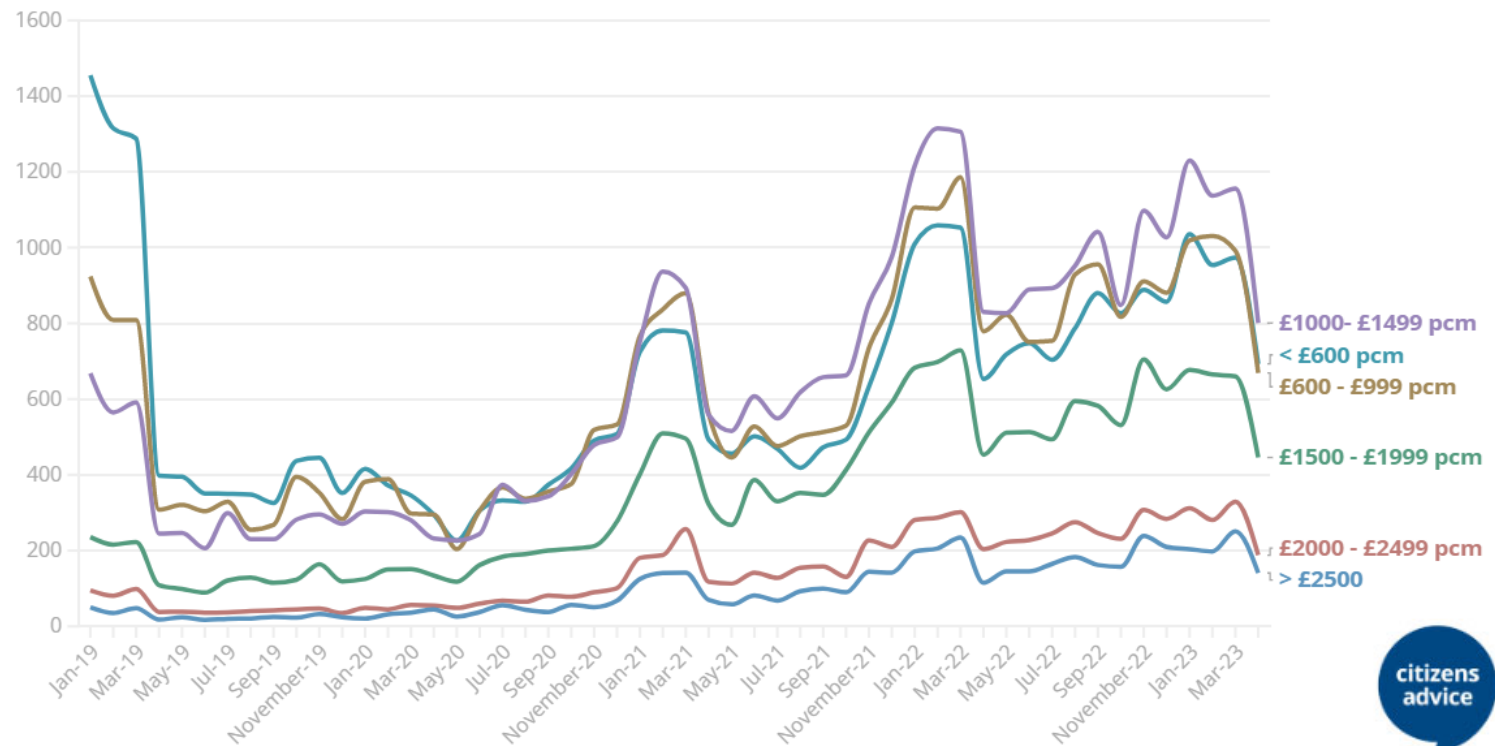
Housing Tenure



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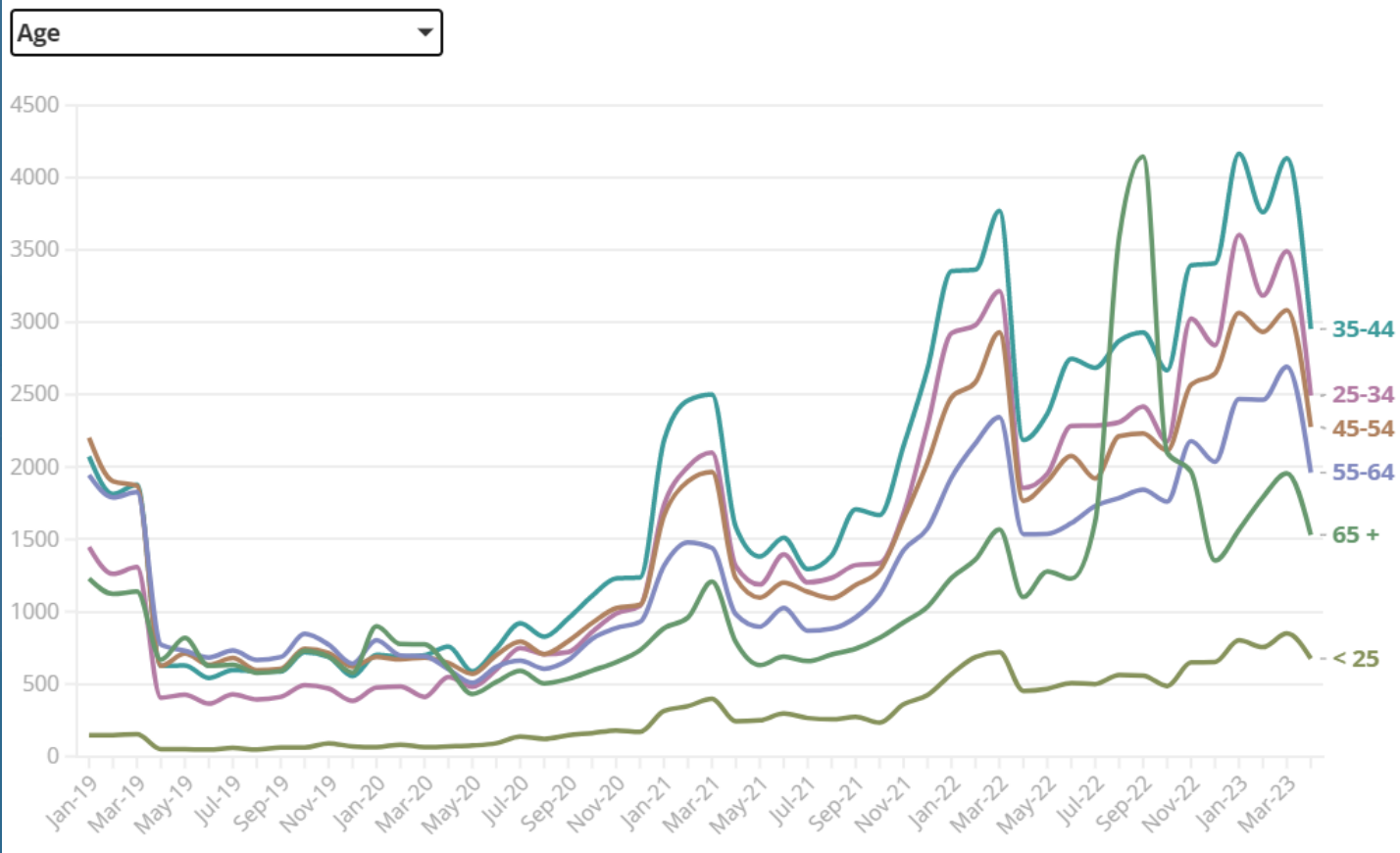
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Income



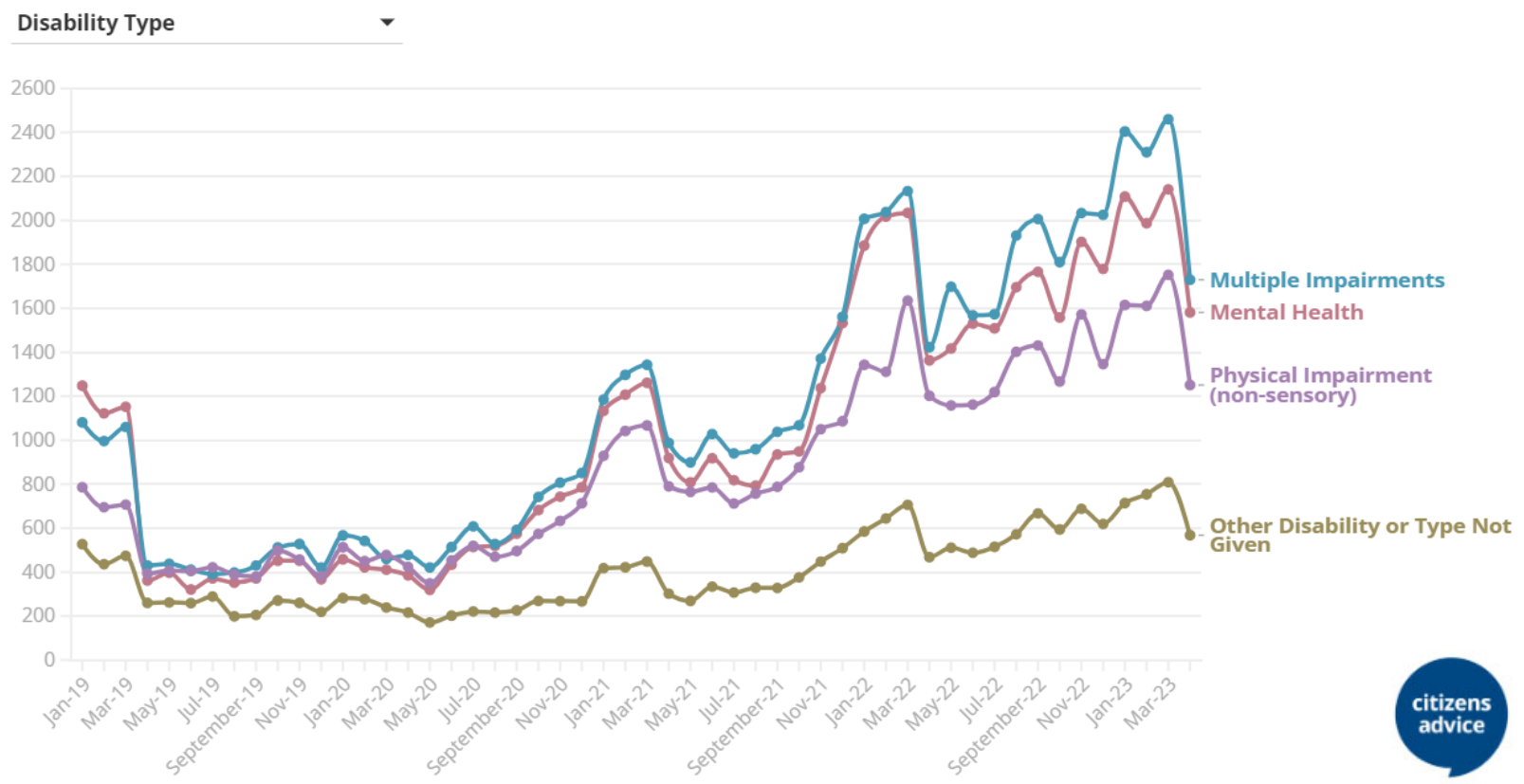
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The number of people we're helping with charitable support referrals by demographic group



SOME LESSONS LEARNT

1. Consumers are not all the same – **the ‘average consumer’ does not exist**
2. Digital tools can help some consumers to engage – **but digitally illiterate will struggle**
3. Easily implementable actions via SMS (e.g. California) can help – **but there may be a sense of fatigue**
4. Tips on newspapers, TV, social media help – **but different consumers use different channels**



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Thank you for your attention

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