



● **EU Energy Policy – vulnerable consumers and energy efficiency measures**

IEA Fuel Poverty Workshop

Directorate-General
for Energy



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European energy policy

European Energy Policy

- Competitiveness
- Sustainable development
- Security of supply



First Strategic Review



Energy and Climate Package



European Recovery Programme



New Infrastructure Instrument



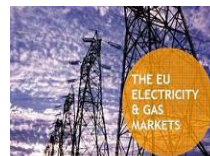
Green Paper

European Energy Policy

Action Plan Energy Efficiency



Second Strategic Review Energy Action Plan

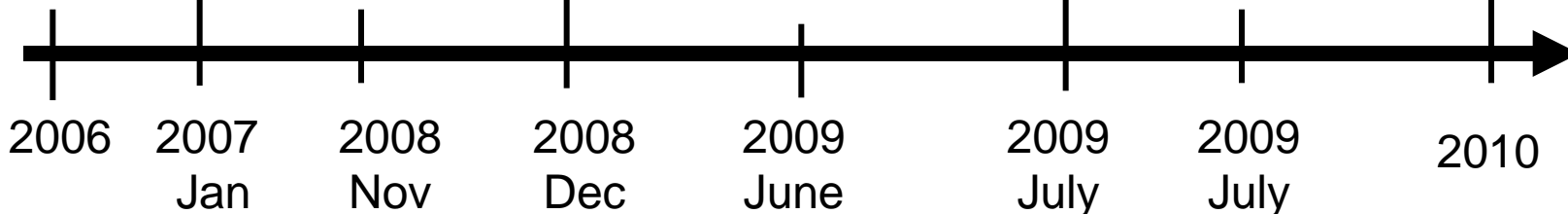


Third internal market package

Proposal on Gas Security of Supply Regulation

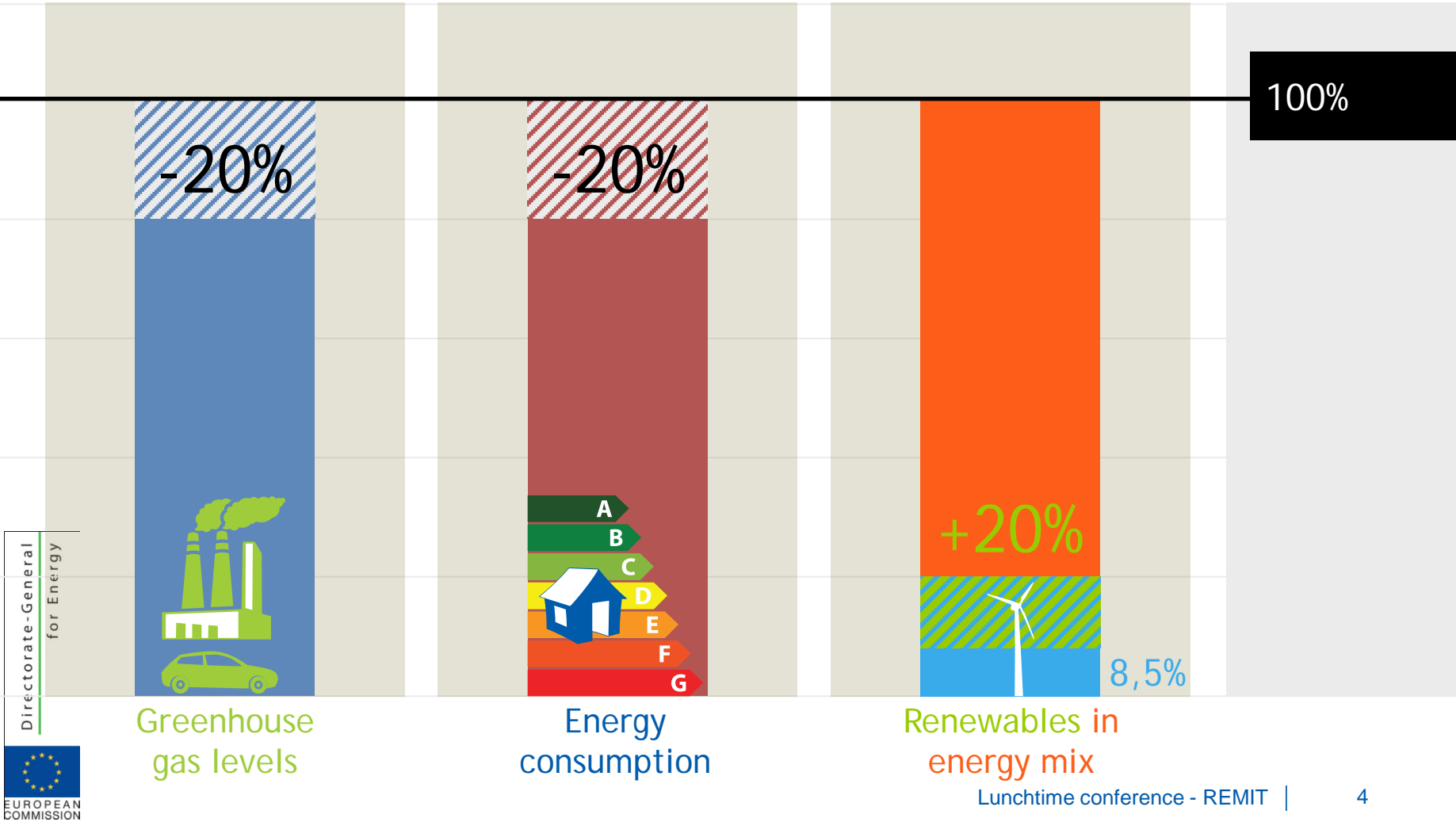
Roadmap 2050

Directorate-General for Energy



The 20-20-20 EU policy

By 2020



● Energy 2020

- Energy 2020: empowering consumers and achieving safety and security priority
- Energy policy benefits consumers
 - » Internal market
 - high standards of consumer protection
 - Liberalisation brings choice
 - » Energy security brings uninterrupted supply
 - » Product labelling and standards to ensure efficiency

● Energy efficiency

- Energy efficiency key to Energy 2020
 - » Energy efficiency of buildings: renovation rate should be accelerated by investment incentives and wider use of energy service companies and innovative financing.
 - » DSOs and suppliers should be required to secure energy savings
- Potential measures to be addressed in more detail in 2011
- Key role of national energy efficiency action plans



The third package

● New roles for regulators

- Implementation and monitoring of consumer protection and retail market functioning
 - » Work with existing bodies: should have legislative underpinning for cooperation but must not restrict independence
- Investigation powers
- Issue binding decisions
- Penalties: regulatory or through courts

● New protection measures for consumers

- Complaint handling measures
 - » Single contact points (possibly sub-national)
 - » Ombudsmen
- Protection of consumers
 - » Member State definition of vulnerable consumers that may refer to energy poverty
 - » Prohibition on disconnection at critical times
 - » Interaction with other social policy measures

● Provisions for the operation of the retail market

- Published rules on the roles and responsibilities of all market players – Regulatory review at an appropriate time with due consideration of views
- Information for consumers: European Energy Consumer Checklist
- New deadlines on switching, 3 weeks, and receipt of final bill, 6 weeks
- Consumer access to consumption data in sufficient time periods
- Implementation of Smart Metering
- Promotion of Smart Grids

● Smart Metering

- Declaration by the Commission to help with interpretation
- Assessment by 2012 of long term costs and benefits
- Those positively assessed to be installed within 10 years
- Otherwise: 80% by 2020
- Key role for Regulators in the assessment
- Important step towards Smart Grids

Thank you for your attention

