



CEER

**Council of European
Energy Regulators**

**2nd Trilateral CEER-ECRB-MEDREG
workshop**

**Key Retail Market Development
Across EU**

**Anne Vadasz Nilsson, CEER
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EU Consumer Rights Framework

- 3rd Package of EU energy liberalisation laws - **reinforced energy consumers' rights** (2009)
- Clean Energy Package - **reinforcement of consumers' rights and retail market functioning** (2019)
- General consumer law - *unfair commercial practices, distance or doorstep selling and contract transparency. Reinforced rules on sanctioning, one-line sales and collective redress* in the **New Deal for Consumers** (2019)



How are We Performing in Retail Markets?

- More EU legislation is underway but still retail markets are mainly national in the EU – with some examples of cross border retailers (however a lot of market activity in some m.s 2017)
- The trend of rising retail prices at the same time as sinking wholesale prices has been broken but still a gap in many EU countries
- Concentration levels in some countries indicates low competitive pressure and consumers are "sticky" (however some positive developments but in switching and concentration levels in 2017)
- Price regulation is still around but the methods varies (does not always hinder switching and are being sucessfully removed in some m.s)



How are We Performing on Consumer Empowerment and Protection?

- Energy poverty is a critical issue and in some EU countries the percentage of energy poor for both gas and electricity was around 10% in 2017.
- Consumers need clear and transparent instruments to make informed choices. Reliable comparison tools (CTs) are crucial instruments but only available in 19 countries for electricity and in 15 for gas (2017). *CEER has issued GGP and new rules are underway in the Clean Energy Package.*
- The average switching duration in the EU was lower than the Third Package target of 3 weeks. *CEER has advocated 24 hrs technical switching and changes to come in the Clean Energy Package*



The picture is getting even more complex.....

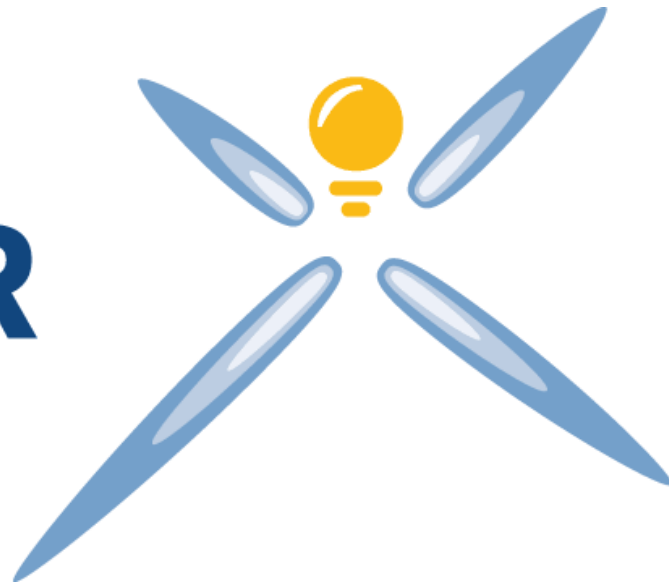
- Consumer are becoming producers (prosumers) but still needs to be protected (CEER case-study with recommendations to be published)
- Digitalisation can contribute to empowerment but can also lead to a digital divide (CEER recommendations are underway)
- Markets are getting more inter-twined and bundled products are becoming more common (CEER recommendations are underway)



Thank you for your attention!

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What is CEER doing for consumers?

We put consumers at the heart of our work and have a joint vision with BEUC and a 3D strategy that influence our yearly WP

- We advocate our views and try to be influential
- We monitor retail market functioning and consumer protection and empowerment in the EU countries (together with ACER)
- We follow a roadmap and compile national gap analyses on retail market performance in the EU countries
- We issue case studies and other studies as well as guidance of good practices
- We cooperate with other regulators and consumer agencies (PEER) as well as with energy regulators outside EU

