Clean Energy Package:
What’s in it for consumers

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Objectives of the Clean Energy Package

✓ to make the EU number one in the world on renewables
✓ to prioritise energy efficiency
✓ to give consumers a fair deal
Conditions for getting consumers on board

- Give consumers the right *means to navigate* the energy market
- Enable consumers *to engage* in the energy market
- Ensure consumers *benefit* from the energy market
Help consumers navigate the energy market

Offers, contracts, bills

- Transparency
- Clarity
- Comparability

Old headaches

Only four in ten consumers agreed that the electricity bills were easy to understand.

Second consumer market study on the functioning of the retail electricity markets for consumers in the EU, 2017.
Help consumers navigate the energy market

<table>
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<th>Revised Electricity Directive</th>
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<td>New offers</td>
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<td>Consumers are, on request, entitled to a ‘dynamic electricity contract’.</td>
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<td>• Member States to inform consumers about the risks of dynamic contracts.</td>
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<td>• National Regulatory Authorities to assess the market developments with regards to dynamic contracts and their impact on consumers in terms of financial risk.</td>
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<th>New service providers (aggregators)</th>
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<td>Member States should safeguard that aggregators are able:</td>
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<td>i) to participate in the market without consent from other market participants;</td>
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<td>ii) can engage with a consumer without the consent of his/her supplier;</td>
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Independent aggregators should not be required to pay compensation to other market participants but exceptions could apply.

- Rules for contracts, bills, offers?
Enable consumers to engage in the energy market

Tools for active consumers:

- Switching
- The right to self-generate
- The possibility to benefit individually & collectively from self-generation
- Data portability
- New services & offers (demand-side flexibility)
Enable consumers to engage in the energy market

New services and offers

- Voluntary participation
- Tariffs which do not fluctuate according to the time of day, should always be available
- Those that cannot participate are not penalised
- Regular distributional analysis of the impact of new offers and services on different consumer groups
- Data portability
Ensure consumers benefit from the energy market

- Consumers benefit from lower bills

- Consumers engaging into self-generation receive a fair remuneration for the service they provide to the grid
Ensure consumers benefit from the energy market

Consumers are in control:

- By having access to a single contact point for troubleshooting
- By having access to independent redress mechanisms, including mechanisms for the settlement of disputes involving suppliers from different sectors
- Of the collection and use of their data

Address the risk of a two-gear energy society:

- Protect the vulnerable
- Make it an easy choice for all consumers

New services and offers
New services and offers as part of the ‘Smart Home’

A smart home needs to be a **comfortable, energy efficient** living space in which consumers can benefit from **self-generation** of electricity and **smart and interoperable appliances** which have been **designed to last** and manage consumption through **consumer friendly smart metering systems**. Opting for smart home features should **not** come **at the cost** of consumer **safety** or **privacy** and should **not** put a **burden on them** when it comes to **liability**.