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A new deal for energy consumers

Matthias Noorlander, 4 februari 2016

Energy Union

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Energy Union “with citizens at its core, where citizens take ownership of the energy transition, benefit from new technologies to reduce their bills, [and] participate actively in the market”

‘A new deal’ – why?

Key obstacles at present:

- Lack of info on costs & consumption
- Limited transparency in offers
- Impediments to self-generation/self-consumption
- Low incentives for consumer action → poor competition
- Increasing network charges, taxes and levies
- Underdeveloped energy services and demand response
- Slow uptake of advanced technologies and energy efficiency

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Three pillar strategy

1. helping consumers save money and energy through better information;
2. giving consumers a wider choice of action when choosing their participation at energy markets and
3. maintaining the highest level of consumer protection.

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Consumers need to become just as well-informed and empowered as buyers and sellers on wholesale markets through clearer billing and advertising rules, trustworthy price comparison tools and by leveraging their great bargaining power through collective schemes (such as collective switching and energy cooperatives).

Consumers need to be free to generate and consume their own energy under fair conditions in order to save money, help the environment, and ensure security of supply.

Mogelijke impact

- Vergelijkbaarheid en begrijpelijkheid van energierekeningen;
- ‘Vrij baan’ voor energiebesparingsdiensten:
  toegang tot klantdata;
- Toegang tot klantdata door klanten zelf: drempels?
- Data-management en privacy en security issues!
- Mogelijkheden om demand-response producten aan te bieden:
  drempels?

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