



Public data underlying the figures of Annual Report on the Results of Monitoring the Internal Electricity and Natural Gas Markets in 2015

Consumer Protection and Empowerment Volume

January 2017

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Version MMR\_2015



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Figure 1, Page 8: Functions of suppliers of last resort in Europe – 2015 (number of countries)  
Source: CEER Database, National Indicators

	<b>Electricity</b>	<b>Gas</b>
No. of Suppliers of last resort	28	20
No. of suppliers that do not have a supply of last resort mechanism	1	5

	<b>Electricity</b>	<b>Gas</b>
To protect consumers with payment difficulties	14	8
Precaution for failure of supplier/DSO	26	18
To protect inactive consumers	15	8
Other	1	2

Figure 2, Page 13: Legal minimum time of a disconnection process in working days – 2015

Source: CEER Database, National Indicators (2016)

	Number of Working Days	
	Electricity	Gas
BE	143	143
GR	78	10
RO	50	45
HU	45	45
ES	44	44
LU	43	43
FR	35	35
LV	30	30
SE	25	25
FI	25	0
IE	22	22
AT	20	20
DE	20	20
GB	20	20
NL	20	20
IT	18	18
PT	15	15
SI	15	15
EE	15	7
CY	15	0
SK	14	14
BG	10	10
MT	10	0
HR	0	12

Figure 3, Page 14: Share of electricity disconnections due to non-payment – 2013–2015 (%)  
Source: CEER Database, National Indicators (2016).

	% electricity disconnections due to non-payment		
	2015	2014	2013
PT	5.10	5.61	6.70
IT	5.00	4.00	4.20
MT	2.50	2.75	0.25
ES	2.00	2.30	
PL	1.70	2.00	
RO	1.40		2.00
SK	0.90	1.14	0.96
HU	0.80	0.63	0.63
DE	0.70	0.75	0.75
SI	0.70		0.83
FR	0.60	1.00	
LU	0.42	0.30	0.31
AT	0.40	0.91	0.50
IE	0.30	0.43	0.50
LV	0.28		
LT	0.20	0.18	0.13
CY	0.20		
EE	0.10		0.70
BE	0.00	0.18	0.17
GB	0.00	0.00	0.00

Figure 4, Page 15: Share of gas disconnections due to non-payment – 2013–2015 (%)  
Source: CEER Database, National Indicators (2016).

	% gas disconnections due to non-payment		
	2015	2014	2013
PT	5	4.01	4.3
IT	2.9	2.1	1.54
LU	0.96	0.002	0.28
ES	0.79	0.87	1.01
FR	0.75	1	
PL	0.65	0.67	
SI	0.62		1.01
IE	0.5	0.62	0.9
AT	0.45	0.53	0.68
DE	0.4	0.37	0.37
HU	0.1	1.44	1.44
LT	0.025	0	0.07
GB	0	0	0.000004

Figure 5, Page 19: Definitions of the concept of vulnerable consumers – 2015 (number of countries)  
Source: CEER Database, National Indicators (2016).

Definitions	Number of Countries	
	Implicit	Electricity
Gas		7
Explicit	Electricity	15
	Gas	13
Both	Electricity	2
	Gas	1
None	Electricity	3
	Gas	6

Figure 6, Page 23: Number of countries providing protection for different types of households – 2015

Source: CEER Database, National Indicators (2016).

<b>Household Type</b>	<b>Number of Countries</b>
Low-income customers	19
Unemployed	7
Households with children below a certain age	2
Single parents	2
Chronically ill, permanently sick and/or disabled people	14
Elderly (including persons in a pensionable age or older)	8
Final household customers with low income and 1 additional criterion as mentioned above	6
Final household customers with low income and 2 or more additional criteria as mentioned above;	1



Figure 7, Page 24: Number of countries protecting vulnerable consumers by type of measure – 2015

Source: CEER Database, National Indicators (2016)

	Number of Countries	
	Electricity	Gas
Other	6	4
Right to deferred payment	2	0
Financial grants for replacement of inefficient appliances	3	2
Replacement of inefficient basic appliances at no cost for vulnerable household	3	0
Free energy saving advice to vulnerable customers	5	3
Exemption from some components of final cust. energy costs (e.g. energy price, network tariffs, taxes, levies)	5	3
Earmarked social benefits to cover (unpaid) energy expenses	6	5
Additional social benefits to cover (unpaid) energy expenses (non-earmarked financial means);	8	3
Special energy prices for vulnerable customers (social tariffs)	9	4
Restrictions to disconnection due to non-payment	17	13
Free basic supply with energy	0	0

Figure 8, Page 25: Share of vulnerable consumers in electricity – 2013–2015 (%)  
Source: CEER Database, National Indicators (2016).

	Share of vulnerable customers (%)		
	2015	2014	2013
LV	20.0		
RO	11.36	11.0	12.5
BE	10	8.4	8.4
FR	9.12	7.8	6.0
ES	8.46	9.8	9.9
MT	8.1	10.9	10.8
CY	3.65		3.3
IT	2.5	3.2	3.7
PT	2	0.8	1.0
IE	1.42	1.3	1.3
PL	0.7		

Figure 9, Page 25: Share of vulnerable consumers in gas – 2013–2015 (%)  
Source: CEER Database, National Indicators (2016).

	Share of vulnerable customers (%)		
	2015	2014	2013
BE	12.00	9.70	8.50
FR	10.60	8.30	5.40
RO	5.00		
IT	1.74	3.10	3.20
IE	1.00	0.91	1.10
PT	1.00	0.38	0.40
GR		0.32	0.27

Figure 10, Page 31: Time point of information about energy price changes – 2015 (number of countries)  
Source: CEER Database, National Indicators (2015–2016).

Number of Fixed Contracts						
	Number of Countries					
	< 30 working days in advance	30 working days in advance	> 30 working days in advance	Legal requirement does not extend to a specific number of days	No legal requirement to inform households about price changes	The supplier is not allowed to change the price during the fixed contract
<b>Electricity</b>	4	7	2	9	2	7
<b>Gas</b>	4	6	2	8	1	5

Number of Variable Contracts					
	Number of Countries				
	< 30 working days in advance	30 working days in advance	> 30 working days in advance	Legal requirement does not extend to a specific number of days	No legal requirement to inform households about price changes
<b>Electricity</b>	2	7	2	9	5
<b>Gas</b>	0	8	2	9	3

Figure 11, Page 32: Information on household consumer bills – 2015 (number of countries)  
Source: CEER Database, National Indicators (2015-2016).

	Number of countries	
	Gas	Electricity
Other	8	9
Price comparison tools	4	4
Energy mix	10	20
Duration of contract	11	10
Estimated consumption	20	22
Breakdown of price	20	24
Consumption period	25	27
DSO details	16	18
Suppliers' details	24	27
Payment modalities	16	20
Switching information	5	7
Dispute settlement rights	19	23
Single point of contact	14	15
Consumption comparison	12	17
Actual consumption	23	29

Figure 12, Page 33: Information on household consumer bills – 2015 (number of information elements)  
Source: CEER Database, National Indicators (2015–2016).

	Number of Information Elements	
	Electricity	Gas
AT	12	12
BE	9	11
BG	8	10
CY	8	0
CZ	10	10
DE	13	13
DK	6	6
EE	8	9
GR	10	6
ES	11	9
FI	10	10
FR	11	11
GB	14	13
HR	5	6
HU	5	5
IE	8	8
IT	8	7
LT		
LU	5	5
LV	7	8
MT	7	
NL	9	8
NO	10	
PL	7	6
PT	9	8
RO	10	9
SI	8	7
SK	8	6
SE	9	9

Figure 13, Page 34: Single point of contact and acting body – 2015 (number of countries)  
Source: CEER Database, National Indicators (2015-2016).

	Number of Countries	
	Electricity	Gas
NRA	21	22
Energy Ombudsman	1	2
Government	1	1
Consumer Organisation	8	7
Other	8	8
No single point exists	1	0

Figure 14, Page 38: Choice of payment methods – 2015 (number of countries)  
 Source: CEER Database, National Indicators (2015–2016).

	Number of Countries	
	Electricity	Gas
Direct debit	26	24
Bank transfer	27	25
Credit card	19	16
Cash	18	16
SEPA	12	10
Other	8	8



Figure 15, Page 39: Choice of contract terms relating to payment by country – 2015 (number of countries)

Source: CEER Database, National Indicators (2015–2016)

	Number of Countries	
	Electricity	Gas
Prepaid contract	7	8
Prepayment meter contract	6	6
Advanced payment/instalment	20	19
Online contract	19	18
Other	4	4

Figure 16, Page 39: Number of reliable price comparison tools in MSs – 2015

Source: CEER Database, National Indicators (2015–2016).

Electricity

	Number of Reliable Price Comparison tools in the MSs - 2015	
	Electricity	Gas
AT	3	3
BE	3+	3+
BG	n.a	2
CY	1	n.a
CZ	1	1
DE	3+	3+
DK	1	1
EE	2	0
EL	1	0
ES	1	1
FI	1	n.a
FR	3+	3+
GB	3+	3+
HR	n.a	1
HU	n.a	n.a
IE	2	2
IT	n.a	n.a
LT	1	0
LU	1	1
LV	2	n.a
MT	n.a	n.a
NL	3+	3+
NO	1	n.a
PL	1	0
PT	2	2
RO	n.a	n.a
SE	1	1
SI	1	1
SK	1	1

Figure 17 , Page 40: Legal and practical switching time – 2015 (number of working days)  
Source: CEER Database, National Indicators (2015).

	Number of working days			
	Legal		Practical	
	Electricity	Gas	Electricity	Gas
AT	15	15	15	15
BE	20	20		
BG	15	15	15	15
HR	15	15	15	
CY	21			
CZ	10	10		
DK	10	10	10	10
EE	30	21	14	21
FI	10			
FR	21	21	1	4
DE	15	15	21	21
GB	15	15	10	11
GR	46			
HU	15	15	15	15
IE	21	21	7	7
IT	20	20		
LV	15			
LT	15	15	15	15
LU	15	15		
MT	15			
NO			13	
PL	21	21	11.7	6.3
PT	15	15	4	10
RO	21	21	17	15
SK	15	15	19	18
SI	15	15		
ES	15	15	9.2	10.7
SE	10	10	10	10
NL	1	1	1	1

Figure 18, Page 41: Start of the switching period – 2015 (number of countries)

Source: CEER Database, National Indicators (2015).

	Number of Countries	
	Electricity	Gas
When the new contract is signed	8	4
When the new supplier transfers the data to the DSO	11	9
When the consumer asks for a switch	6	4
Once the DSO has checked customer meter data	1	1
After the "cooling off" period as foreseen in consumer protection legislation	0	0
Other	3	4

Figure 19, Page 42: Legal maximum time between switching supplier and receipt of the final closure account/bill – 2015

Source: CEER Database, National Indicators (2015).

	Number of Weeks	
	Electricity	Gas
AT	6	6
BE	6	6
BG	6	6
CY	n.a	n.a
CZ	2	2
DE	6	6
DK	6	6
EE	6	6
EL	6	6
ES	6	6
FI	6	n.a
FR	4	4
GB	6	6
HR	6	4
HU	3	3
IE	6	6
IT	6	6
LT	n.a	n.a
LU	n.a	n.a
LV	6	6
MT	n.a	n.a
NL	6	6
PL	6	6
PT	6	6
RO	6	6
SE	6	6
SI	6	6
SK	6	4

Figure 20, Page 43: Reasons to halt a switch of a final household consumer to a different supplier – 2015  
 Source: CEER Database, National Indicators (2015).

	Number of Countries	
	Electricity	Gas
None (only procedure reasons)	15	8
A) Unpaid bills (debt) with the current (old) supplier	9	10
B) Unpaid bills (debt) with the DSO	3	3
C) Fixed contract not subject to call at the time of switching with the current (old) supplier	6	5

Figure 21, Page 44: Top 5 functionality requirements of smart meters across Europe – 2015 (number of countries)

Source: CEER Database, National Indicators (2016).

<b>Electricity</b>	
<b>Functionality Requirements</b>	<b>Number of Countries</b>
Customer control of metering data	12
Access to information of consumption on customers' demand	12
Bills based on actual consumption	13
Remote reading of the meters by the operator	14
Information on actual consumption	16

<b>Gas</b>	
<b>Functionality Requirements</b>	<b>Number of Countries</b>
Customer control of metering data	6
Remote reading of the meters by the operator	7
Access to information of consumption on customers' demand	6
Bills based on actual consumption	8
Information on actual consumption	9

Figure 22, Page 45: Share of households with electricity smart meters – 2015 (%)  
 Source: CEER Database, National Indicators (2015).

	% of households with smart electricity meter		
	2013	2014	2015
FR	0%	0%	1%
RO	0%	0%	1%
GB	1%	2%	4%
AT	4%	4%	7%
NO	0%	7%	7%
PL	3%	3%	7%
LV	1%	0%	10%
NL	6%	15%	27%
SI	34%	37%	44%
EE	22%	50%	50%
ES	29%	36%	52%
MT	0%	75%	75%
FI	96%	97%	98%
IT	98%	98%	98%
SE	100%	100%	100%



Figure 23, Page 47: NRA's role in handling final consumer complaints – 2015 (number of countries)

Source: CEER Database, National Indicators (2016)

	Number of Complaints	
	Electricity	Gas
Answer complaints	21	19
Forward complaints to another body	13	12
Other	5	5

Figure 24, Page 48: Share of different types of final household consumer complaints in electricity directly addressed to NRAs  
Source: CEER Database, National Indicators (2016).

<b>Electricity</b>	
<b>Consumer Complaint Type</b>	<b>% of Complaint type</b>
Invoicing/billing and debt collection	35
Contracts and sales	12
Unfair commercial practices	7
Provider change/switching	7
Price/tariff	7
Quality of supply	6
Disconnection due to no or late payment	6
Metering	5
Connection to the grid	3
Customer service	3
Activation	1
Redress	0
Others	8

Figure 25, Page 48: Share of different types of final household consumer complaints in gas directly addressed to NRAs  
Source: CEER Database, National Indicators (2016)

<b>Gas</b>	
<b>Consumer Complaint Type</b>	<b>% of Complaint type</b>
Invoicing/billing and debt collection	36
Contracts and sales	13
Connection to the grid	8
Price/tariff	7
Provider change/switching	7
Metering	6
Disconnection due to no or late payment	5
Unfair commercial practices	5
Customer service	4
Activation	3
Quality of supply	1
Redress	0
Others	5

Figure 26, Page 49: Share of classification of household consumer complaints addressed to NRAs – electricity – 2015 (%)

Source: CEER Database, National indicators (2016).

<b>Electricity</b>			
	<b>% of consumer complaints addressed to NRAs</b>		
	<b>Grid</b>	<b>Price</b>	<b>Others</b>
Austria	36	39	25
Bulgaria	41	36	23
Croatia	62	0	38
Cyprus	70	22	8
Czech Republic	9	55	36
Estonia	88	13	0
Finland	33	61	6
Great Britain*	20	41	39
Greece	29	55	17
Hungary	0	0	0
Ireland	0	0	0
Italy	9	67	25
Lithuania	57	43	0
Luxembourg	0	0	0
Malta	43	43	14
Norway	84	16	0
Poland	15	30	54
Portugal	28	57	16
Romania	40	25	35
Slovakia	24	34	42
Slovenia	80	10	10
Spain	29	6	65
Sweden	17	52	31
The Netherlands	12	60	28

Figure 27, Page 49: Share of classification of household consumer complaints addressed to NRAs – gas – 2015 (%)

Source: CEER Database, National indicators (2016).

<b>Gas</b>			
	<b>% of consumer complaints addressed to</b>		
	<b>Grid</b>	<b>Price</b>	<b>Others</b>
Austria	33	42	25
Bulgaria	27	37	36
Croatia	1		
Czech Republic	25	51	41
Estonia		33	66
Finland	50	50	
Italy*	7	70	24
Latvia	7	10	83
Lithuania	50	50	
Poland	43	18	39
Portugal	19	51	31
Romania	30	18	52
Slovakia	27	33	40
Spain	30	58	12
Sweden	0	78	22
The Netherlands	12	60	30

Figure 28, Page 50: Information for household consumers about contact details of a complaint service – 2015 (number of countries)

Source: CEER Database, National Indicators (2016)

	Number of Countries	
	Electricity	Gas
On the bill	21	19
In the contract	21	17
Leaflet, flyer, etc.	7	5
Other	11	12

Figure 29, Page 50: Entities responsible for statutory complaint handling standards – 2015 (number of countries)

Source: CEER Database, National Indicators (2016)

	Number of countries	
	Electricity	Gas
NRA	11	13
Government	8	8
National parliament	1	1
Ministry of Economy	0	1

Figure 30, Page 51: Statutory complaint handling standards for service providers – 2015 (number of countries)

Source: CEER Database, National Indicators (2016)

	Number of Countries	
	Electricity	Gas
A prompt first answer or acknowledgement within one day	2	1
A lead time to deal with a complaint	13	14
Registration of all customer complaints	10	12
There are no statutory complaint handling standards for service providers put in place	8	6
Others	6	5



Figure 31, Page 51: Entities responsible for ADR – 2015 (number of countries)  
Source: CEER Database, National Indicators (2016)

	Number of Countries	
	Electricity	Gas
NRA	15	15
Ombudsman	4	3
Non-specific third party body	8	9
Energy-specific third party body	2	2
Other	4	2

Figure 32, Page 52: Statutory complaint handling standards set up for ADR/Ombudsman – 2015 (number  
Source: CEER Database, National Indicators (2015-2016))

	Number of Countries	
	Electricity	Gas
The issue of a prompt first answer or acknowledgement of the complaint	7	8
A lead time to solve the complaint	17	16
Communication of complaint to the service provider(s) before coming to a decision/ recommendation	18	17
There are no statutory complaint handling standards for ADR put in place	5	4
Others	4	6