Household expenditure on electricity increased in response to the energy crisis.

Falling prices may limit the need to provide financial assistance to all consumers.

Household energy demand was less affected by the energy crisis than the industry.

EU spent €646 BILLION on support measures.

Measures could be more targeted in the future to assist those most in need of support.

Retail energy prices rose due to rising wholesale energy costs.

Now falling, but still higher than before crisis.

Some are extremely 'sticky' and may merit inspection.

Prices peaked.

Total energy demand in Europe fell compared to pre-COVID levels.

In response to increased prices, consumer complaints increased.

Consumers’ complaints focus on:

- INVOICING/BILLING
- DEBT COLLECTION

The rollout of smart meters in EU countries:

- SUCCESSFUL
- PROGRESSING
- BARELY STARTED
- NO SMART METERS

2022 shows that electricity household consumers are willing to reduce peak time usage.

Failure to meet EU rules for the internal market for electricity (Directive 2019/944).

This negatively impacts the ability of consumers to make informed decisions regarding their energy needs.

Uptake of fixed or variable contracts?
Mixed picture across countries ...

SOME COUNTRIES:
Uptake for fixed price contracts increased compared to 2021.

OTHER COUNTRIES:
Customers shifted from fixed to variable/other type of price contracts.

Energy crisis