

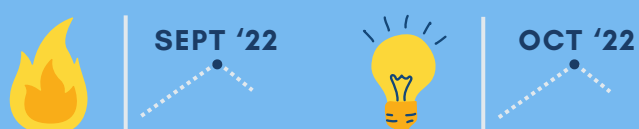
ENERGY RETAIL AND CONSUMER PROTECTION

2023 MARKET MONITORING REPORT (on 2022 data in Europe)



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:



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



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

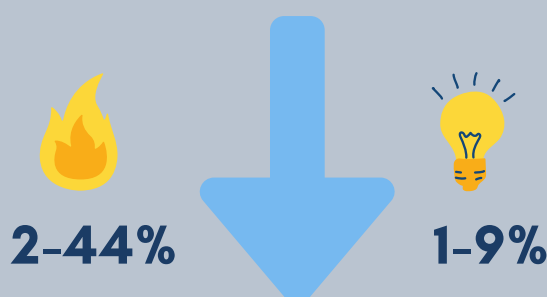
EU spent
€646 BILLION
on support measures.

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



TOTAL ENERGY DEMAND

in Europe fell compared to pre-COVID levels



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



COMPARISON TOOLS & CONSUMER BILLS

Fail 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.



In response to increased prices, consumer complaints increased. Consumers' complaints focus on:

INVOICING/BILLING

DEBT COLLECTION



The rollout of smart meters in EU countries:

- 13** SUCCESSFUL
- 4** PROGRESSING
- 6** BARELY STARTED
- 5** NO SMART METERS



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

