



IMPROVED COMPARABILITY OF ENERGY OFFERS

Energy markets should offer high quality services at competitive prices to customers allowing them to make meaningful choices.

EU legislation requires all companies, including energy suppliers, to provide customers with certain information about their offers in a clear and comprehensible manner. Despite this, and although stricter regulatory requirements are in place in many Member States, some consumers face difficulties in comparing offers and choosing the right one for them.

BEUC, EURELECTRIC and EUROGAS consider that energy suppliers, acting competitively, can further support the comparability of energy offers and help customers navigate the market more easily. The three associations recommend that - when presenting a product - the following key information is provided to customers by suppliers in one place¹ in a short, easily understandable, prominent and accessible manner:

- **Product name and main features** including, where relevant, information on environmental impact, clear description of promotions (e.g. temporary discounts) and additional services (e.g. maintenance, insurance, etc.)
- **Total Price**² (fixed/variable) - which includes all cost components - **and conditions for price changes**
- **Contract duration, notice period** (renewal/withdrawal - where relevant) and **conditions for termination**, including, where relevant, **fees and penalties**
- **Payment frequency and method options** (e.g. cash/ cheque/ direct debit/ standing order/ pre-payment)
- **Supplier's contact details** (e.g. customer service's address, telephone number and/or email, including, where relevant, identification of any intermediary)

Provision of this information by suppliers and price comparison websites helps customers easily and quickly to understand the key elements of energy offers available in the market and select the one(s) that best suit their needs, contributing to the objective of improved comparability. The use of common terminology should be agreed at national level.

Suppliers should make clear that such information represents only the main elements of their product(s). Customers should continue to receive all pre-contractual information on a durable medium - as per their obligation under the Consumer Rights Directive³ - which they should carefully read before signing any contract. The key elements communicated to a customer in the offer phase have to be the same in the final offer and in the contract.

With such an approach, suppliers will have the possibility to provide the information in a way that empowers customers while still being able to innovate and keeping the flexibility necessary to match changing needs.

BEUC, EURELECTRIC and EUROGAS will conduct a review of suppliers' approach to meeting this agreement in early 2017 and discuss the outcome with European Energy Regulators CEER and the European Commission.

¹ E.g. on a webpage and in promotional material made available to final customers.

² For detailed price offer, customers will be requested to provide their consumption data

³ Directive 2011/83/EU