



BROCHURE
FOR ENERGY CONSUMERS RIGHTS



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1. SCOPE

This **BROCHURE** is an introductory tool in order to give you adequate information on your rights as energy consumer. It contains useful information concerning:

- ✓ Your rights
- ✓ Transparent contract information
- ✓ Basic information on how to satisfy your needs using energy more efficiently
- ✓ Basic information on energy tariffs and bills
- ✓ Complaint and dispute resolution procedures

2. PUBLIC AUTHORITY

The energy regulatory authority [*insert the name, contact details and web address of NRA or another authority*] is an independent authority from energy undertakings and it is your reference for energy market related issues.

As a publicly established body, it issues comprehensive regulatory provisions about the energy market in order to protect customers from the monopolistic behavior of energy companies. Your regulator takes decisions to improve the quality of the energy that is supplied to you, provide you with prompt and fair procedures to settle dispute with your energy operator and is dedicated to protect your rights as energy consumer. Your regulatory authority ensures the reliability of the energy system, as well as accessibility, protection and empowerment of customers.

The regulatory authority shall take necessary steps to ensure clearness and reliability of information provided by the supplier(s) to consumers, and promote competition in the energy sector. Your regulator can provide you with relevant information concerning the energy market.

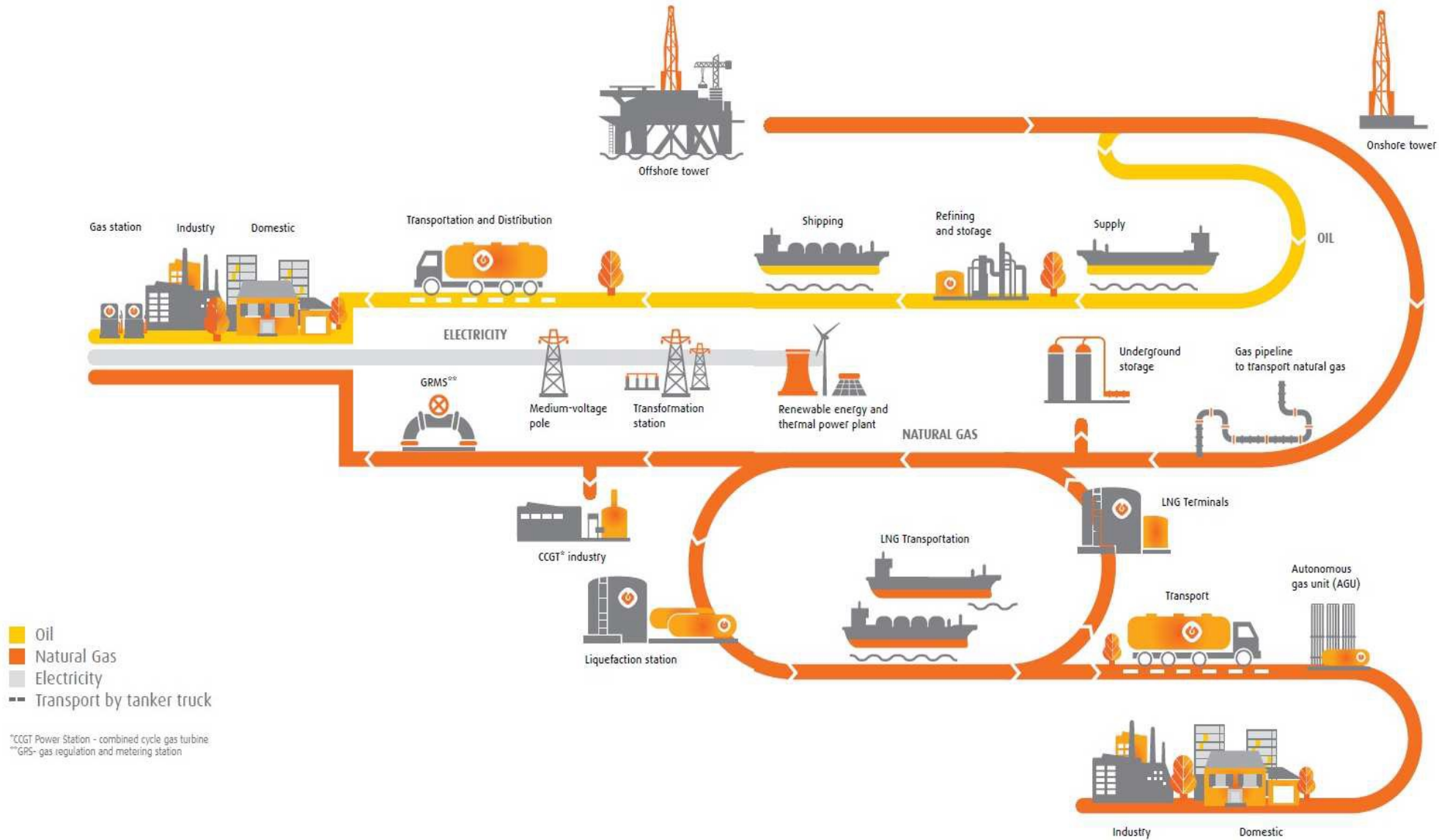
3. ENERGY SYSTEM - TEHNICALLY AND ECONOMICALLY

The electricity/gas you are using is produced at specific facilities. To reach your house it flows through power networks/gas pipelines. In order to be supplied, you first need to be connected to the distribution network managed by a company serving the area where you live. This company is responsible for physical delivery of electricity/gas to your house.

You, as a household customer, could be supplied by the company which has been providing this service in your area historically. The supplier is responsible for purchasing (and/or producing) electricity/gas to serve you. This is the company you

pay for electricity/gas too. In some cases, the same company that supplies you also distributes energy in your area (distribution company).

Energy delivery system



4. GENERAL CONSUMER RIGHTS

In order to be supplied with energy, you are supposed to be connected to the electricity/gas distribution system. The procedure is as follows:

- Contact your local distribution company,
- Pay connection fees to the distribution company that are determined by (*insert the name of act and the name of institution which adopted the act*).
- The distribution company is obliged to give you all the support you need especially about the period to complete the connection, which shall take no longer than (*insert in how many days*),
- The distribution company informs you, in writing, about your connection to the system,
- A metering appliance is installed on the border of your property.

The distribution company is also responsible for servicing and maintenance of distribution system including metering appliance.

In case the distribution company is not also your supplier you will get instructions on how to contact a supplier to get energy for your home.

The supplier should provide you with all relevant information concerning price, connection and disconnection rules and fees, terms of bills payment, dispute rules, etc.

Energy companies **HAVE TO RESPECT YOUR RIGHTS!**

5. CONSUMERS PROTECTION

You are not just a consumer but a client for the company.

As a client you have the right to:

- Access the pricing policy of your supplier and the appropriate level of customer service, as well as billing, payment options;
- File a complaint to your energy supplier if you are not satisfied with your energy supply service;
- Submit an appeal to an independent body for an inexpensive settlement in case your complaint is not managed to your satisfaction;
- Ask for help to a consumer association (*insert the name/s and contact details of consumer association*).

6. ENERGY BILL

- Your supplier is obliged to regularly send you your energy bill, specifically every (*insert billing period - monthly, every two months etc*);
- You should contact your supplier in case you have not received your bill in due time;
- You are obliged to pay for the energy delivered to you, otherwise your connection may be suspended and you may be exposed to additional connection fees.

- Electricity bill example:
(explain separate parts of it)

- Gas bill example:
(explain separate parts of it)

7. REDUCED TARIFFS FOR SOME CONSUMER CATEGORIES

If you belong to one of the following consumer categories, you are entitled to social tariffs:¹

- 1- (provide a brief overview of the category)
- 2- (provide a brief overview of the category)
- 3- (provide a brief overview of the category)

8. ENERGY SUPPLY SERVICE AND COMPLAINT SUBMISSION

If you are not satisfied with the quality of the energy supplied to you, you can submit a complaint to DSO/ - consumers complain office (in case of – example), or your supplier if you are not supplied by DSO – consumers complaint office (*in case of – example*).

DSO or supplier, depending on it who you are supplied by, should answer to you within (insert how many) working days. If you are not yet satisfied with the reply you can submit an appeal to your NRA² – consumer protection office/ombudsman (*in case of – example*).

In order to protect your general rights and make sure that consumer rights are well represented in the energy market, it is advisable that you get in contact with your national consumer association (*contacts*).

9. ENERGY EFFICIENCY

You can reduce your energy costs (energy bill) by using energy-efficient measures. You should consider the following:

¹ To be defined from the respective regulator

² National Regulatory Authority

- Install a programmable thermostat to lower utility bills and manage your heating and cooling systems efficiently;
- Air dry dishes instead of using your dishwasher's drying cycle;
- Turn electric devices off when you are not in the room such as lights, TV, entertainment systems, and your computer and monitor;
- Plug home electronics, such as TVs and DVD players, into power strips; turn the power strips off when the equipment is not in use—TVs and DVDs in standby mode still use several watts of power;
- Lower the thermostat on your water heater to 120°F/48,9 C°;
- Take short showers instead of baths and use low-flow showerheads for additional energy savings;
- Wash only full loads of dishes and clothes;
- Air dry clothes;
- Check to see that windows and doors are closed when heating or cooling your home;
- Drive sensibly; aggressive driving such as speeding, and rapid acceleration and braking, wastes fuel;
- Take advantage of daylight when lighting in your home;
- Use thermal insulation for buildings to reduce your energy bill;
- Use energy-saving lamps wherever possible.

For more detailed information on how to save energy and money, contact the energy efficiency department of your NRA