



# CONSUMERS' CHOICE

**DOES IT MEET SECURITY OF SUPPLY ?**

# BASIC EUROPEAN FRAMEWORK

- Need for full liberalization of the energy market

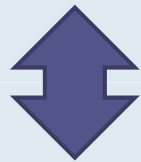


**Institution of the Third package (Directive 2009/72/EC and Directive 2009/73/EC)**

- **Provisions of Directive 2009/72/EC**
  - ✓ Enforcement of the Consumers' rights
  - ✓ Definition of the duties of the National Regulatory Bodies
  - ✓ Transmission System Operation

# BASIC EUROPEAN FRAMEWORK

- Right of choice to all consumers of the European Union



- Reinforcement of the competitive market

## **BENEFITS**

- ✓ Variety of offers
- ✓ Efficiency gains
- ✓ Higher standards of services
- ✓ Competitive prices
- ✓ Increase of investments in new infrastructures → improvement of security of supply and reduce of risks of blackouts or gas supply interruptions.
- ✓ Tool against climate change
- ✓ Improvement of Energy efficiency

# BASIC EUROPEAN FRAMEWORK

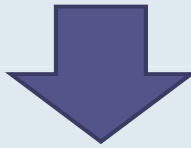
- Scope: Realistic and effectible right of choice
- Means: Measures on Consumer Protection
  - ✓ Protection of the vulnerable Consumers
  - ✓ Security, quality and price of supply
  - ✓ Guidelines about the duties and the powers of National Regulatory Authorities
  - ✓ Cross border dispositions

# New Draft Supply Code

## New Provisions following the Directive 2009/72/EC

### THE GREEK EFFORT

- Need of synchronization of the Supply Code as in force with the Directive 2009/72/EC



RAE set in public consultation a draft of the new Supply Code, on March 2010

### Main provisions of the Draft Supply Code

(following the directions and the spirit of the Directive 2009/72/EC)

- ✓ Definition and Special clauses for vulnerable clients
- ✓ Suppliers' obligation for providing information to the Customers
- ✓ Obligation for the publication of information

## New Draft Supply Code New Provisions following the Directive 2009/72/EC

- ✓ Provision of a Consumer Ombudsman
- ✓ Provision of minimum content of the supply contracts
- ✓ Right of change supplier
- ✓ Suppliers' obligation for notice of intention to modify contractual conditions.
- ✓ Provision of wide choice of payment methods
- ✓ **Enhanced role of National Regulatory Authorities- Monitoring of the operation of the market**

The draft of the new Supply Code **delegates RAE** to monitor the effectiveness of the market.

# New Draft Supply Code

## New Provisions following the Directive 2009/72/EC

### Still missing

- Provision of 'Last Resort Supplier'
- Establishment of a European energy consumer checklist providing consumers with practical information about their rights.
- Implementation of intelligent metering systems that will assist the active participation of consumers in the electricity supply market.

# THE ROAD FORWARD

- **Consumers' choice for supplier**  $\xrightarrow{\text{VERY TIGHT}}$  **with the demand side management.**
- **Demand side management**  $\xrightarrow{\text{NEEDS}}$  **a wide social consensus and technologies which support efficiency.**
- **The Consumer's choice means:**
  - ✓ new business
  - ✓ new suppliers
  - ✓ new opportunities for investments and jobs.
- **Need of a regional market**
  - ✓ A common wholesale market with a common S&P and more players involved
  - ✓ Access of all citizens to affordable energy.
  - ✓ Remodel of the economic development