

The European Energy Mediators Group (EEMG) is an independent and non-profit Europe-wide professional network to promote their activities at EU level and specially mediation between companies and consumers in the energy sector as a means to settling disputes and complaints.

Company mediation, where it exists, is unanimously recognised as an effective and relevant process to solve conflicts. It also allows companies to be more efficient, have a better relationship with their customers and solve any functional issue the company has.

Considerations regarding the European Commission's proposals on *Clean Energy for all European*

The European Energy Mediators Group (EEMG) supports the aims and goals of the "Clean energy for all Europeans" Package. The EEMG shares the view on putting innovation, energy efficiency and renewable energies first. We also believe that it is essential to create a liberalized, sustainable and secure energy market in Europe.

The legal framework set with these package can help certain types of customers to become prosumers and self-generate their own energy. The markets will become more complex and a wider variety of energy products will be developed in relation with flexibility, dynamic pricing and demand side management. But for the vast majority of European consumers these possibilities are still limited and the risk is that they could be perceived as too complex for them and don't fit the behavior of the average domestic consumer.

Our daily contact with average domestic consumers leads us to believe that a great part of them expect a reduction of their consumption and of their invoice. Commercial and technological advances should be put to the service of this objective. This preference is shared in our view by a majority of low income households. Testing this view with sufficiently representative surveys would be important for this policy purpose.

For that greater part of energy users, we appreciate the measures included in the Package related to empower consumers with information for a better understanding of markets functioning and the aim of helping them to compare, decide and switch. In that sense we ask the Commission not to forget the problems that directly annoy energy consumers at present such as: the termination fees, the energy services that shouldn't hide real energy costs, aggressive selling practices or unsatisfactory complaint treatment among others.

The EEMG considers that these problems are the critical ones that, according with existing regulation, must be faced and solved first in order to ensure that in the transition to a clean energy market, consumers rights in relation with the energy supply are fully maintained.

Thus we believe it's necessary to maintain a high level of protection of the consumers and in this context, we believe that the different alternative dispute resolution entities like those who compose EEMG will play an major and key role in the future to restore confidence in the energy sector and balance the asymmetric relationship consumers-energy companies.

10th February 2017