

DEFENSOR DEL CLIENTE DE ENDESA Spain

Invoicing of consumption following the failure of the measuring equipment

Mr. Fernández, dissatisfied with the re-invoicing issued by the Company to recover the consumption that was not registered because of a failure in their measuring equipment, requested the intervention of the Customer Mediator because he considered it excessive and above its usual consumption in his new second house.

The Customer Mediator in these cases has settled them by always validating the legitimacy of the company to recover the consumption that was not invoiced for a year, as required by the regulations, despite the fact that customers sometimes think they should not pay any consumption since equipment failure is not their fault.

However favourable resolutions to the customers' complaints have been issued when it has been documented that no use of the property was made during the period of the fault, in which case he resolved to modify the re-invoicing made based on the historical consumption taking into consideration the periods the customer had proven not to have consumption.

In this cases, where there is no historical consumption or and the Company has re-invoiced based on the power contracted and hours of use, as indicated by legislation, the Mediator has decided indicating that for re-invoicing the consumption recorded by the new measuring equipment installed should be taken as the base.

Mr. Fernández accepted the Mediator's proposal and the matter was resolved.