



European
Commission

4th Annual Convention of the European Platform **against Poverty and Social Exclusion**

4^e convention annuelle de la plateforme européenne
contre la pauvreté et l'exclusion sociale

4. Jahreskongress der Europäischen Plattform
gegen Armut und soziale Ausgrenzung

Energy Poverty & Vulnerable Consumers
20 November 2014

Eero Ailio, Dep. Head of Unit,
DG Energy, Internal Markets III - Retail Markets, Coal and Oil



European
Commission

24.8% of Europeans at risk of poverty
or social exclusion





European
Commission

Art 3 §7 Third Package

Member States shall take appropriate measures to protect vulnerable customers, and shall, in particular ensure that there are adequate safeguards to protect vulnerable customers. In this context each Member State shall define the concept of vulnerable customers which may refer to energy poverty and inter alia to the prohibition of disconnection of electricity to such customers in critical times



European
Commission

Drivers of vulnerability

Market Conditions

Final energy price levels

Level of competition

Individual Circumstances

Income level

Health and
disability

Education: literacy/
numeracy skills

IT skills/
internet access

Living Conditions

Under-occupancy

Type of
heating system

Quality of
housing stock

Social/Natural Environment

State of economy

Climate



European
Commission

Recommendations

Focus on long-term prevention

encourage more energy-efficient behaviour

provide accessible information

Invest in energy efficiency measures

Empower consumers

Social tariffs and direct payments

role and interaction of different stakeholders

Source: Guidance Document on Vulnerable Consumers

Member State practices

Vulnerable Consumer Guidance Document, Annex 5

Avoid
(winter/summer)
disconnections

Subsidies for
energy
efficiency
measures

NRA to monitor
number of
disconnections

Support with
payment planning

Bills in different
formats

Fuel Poverty
Observatory

Social tariffs and
direct energy
payments

Regulation of
selling methods

Encourage
landlords to
invest in housing
stock



European
Commission

THANK YOU FOR YOUR ATTENTION!

Documents:

http://ec.europa.eu/energy/gas_electricity/forum_citizen_energy_en.htm