



Vulnerable Consumers: Identify, Prevent, Support

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Vulnerable Consumer Working Group

Launched in March 2012

Membership:

NRAs/CEER + Ministry
representatives
Consumer associations + NGOs
Industry representatives
National ombudsmen
Academia

Actions:

- Establish the drivers of vulnerability and Member State measures to address it
- Provide guidance for Member States to define VC
- Share examples of Member State instruments and practices
- Address energy and social policy, incl. energy efficiency measures

Drivers of vulnerability

Market Conditions

Final energy price levels

Level of competition

Living Conditions

Under-occupancy

Type of
heating system

Quality of
housing stock

Individual Circumstances

Income level

Health and
disability

Education: literacy/
numeracy skills

Gender?

IT skills/
internet access

Social/Natural Environment

State of economy

Climate

Guidance Document on Vulnerable Consumers

- Content

Legislation: 3rd Energy Package, Energy Efficiency Directive, ADR

Work undertaken by DG ENER, DG SANCO and CEER

Mix of social and energy policy

Key drivers and exacerbators of vulnerability

Examples of Member State instruments and practices

Energy efficiency, heating and cooling

Funding mechanisms

Enabling demand response

Stakeholder recommendations

Guidance Document on Vulnerable Consumers

Recommendations include:

Focus on long-term prevention

Encourage more energy-efficient behaviour

Provide accessible information

Invest in energy efficiency measures

Empower consumers

Social tariffs/
direct payments,
not regulated
prices

Role and
interaction of
different
stakeholders

THANK YOU FOR YOUR ATTENTION!

Documents:

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