Billing in the Clean Energy Package

Advances in the Implementation

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A bill to empower consumers

...today we have already heard about new roles and possibilities for consumers to act/participate and ultimately benefit from the provisions of the Clean Energy Package...

► Prosuming, self-generation
► New models of participation (energy communities…)
► Emphasis on the provision of flexibility – fostered by new innovative services
► Dynamic price products
► Bundled products

⇒ here is how all this is reflected in the provisions on billing and what could be done to turn electricity bills into more useful tools -

At this point it feels also necessary to acknowledge that it is easy to get carried away with these new and exciting developments. Let’s not forget: a bill first and foremost should clearly state how much and what a consumer is paying for.
A bill (and billing information) to empower consumers

• Looking back at the 3rd package the focus was on – does the bill contain all information I need to:
  ► a) issue a payment (knowing what I pay for)
  ► b) switch supplier (if I wanted to)

The Clean Energy Package focuses on several things:
  ► @ b) => + NEW the benefits of switching!
  ► NEW – consumption data
  ► NEW – how frequently I am billed/get information
  ► NEW – disclosure of energy sources

Is a sheet of paper, or multiple for that matter, the proper means to get this information to the consumer?
A bill (and billing information) to empower consumers

Maybe not for all consumers/products…

• Highlight key information – what is the minimum information everyone needs to know
  ► An abundance of information should not create barriers for consumers

• Decide what information has to be sent actively and what can be provided for the consumer to access when he/she pleases

• Information can only be impactful if it is understood
  ► Digitalization offers new ways to fulfill minimum requirements (as prescribed in Annex 1 of Directive (Directive (2019/944)) e.g. through visualizations of consumption data and help understand what to make of it!

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Thank you for your attention!

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