KNOW AND PROTECT YOUR RIGHTS 
OUTSIDE THE COURT!

Find out about simple and efficient means to resolve a dispute with your energy supplier or network operator

WHAT IS ADR?
The Alternative Dispute Resolution (ADR) mechanism provides an option for consumers to pursue a complaint outside court procedures and solve disputes with energy suppliers or network operators in a simple, fast and low-cost manner. ADR is run by independent and impartial entities that offer reliable expertise. The parties to the dispute are not required to be represented by a lawyer, unless they choose to do so.

There are two results of ADR:
• The ADR entity facilitates an amicable conflict resolution and/or proposes a solution to the parties;
• The ADR entity imposes a binding decision upon the parties.

WHAT ARE THE ADVANTAGES OF ADR?
✓ Simple
✓ Fast
✓ Cheap or free of charge
✓ Effective
✓ No need to seek an advice from a lawyer
✓ Online procedures available [Delete if not applicable]

WHAT TYPES OF DISPUTES CAN BE RESOLVED THROUGH ADR?
ADR is available to solve a wide range of disputes with energy suppliers or network operators, including, but not limited to the following issues:
• Connection to the network
• Meter reading
• Quality of supply
• Continuity of supply
• Contractual conditions
• Payment
• Rates

[Insert other topics or delete the above mentioned ones depending on your jurisdiction]

HOW DOES ADR WORK?
If a dispute arises between you and your supplier/network operator, you can submit a complaint to [Insert your authority’s name] for ADR. Should you need any help, the staff of [Insert your authority’s name and contact] will assist you with submission of a complaint.
One of the main goals of ADR is to settle a dispute swiftly and at an early stage.

Before submitting a claim to [Insert your authority’s name] for ADR proceedings, it is strongly advised [required] to initially contact your energy supplier or network operator and attempt to resolve the issue amicably.

PLEASE NOTE: [Insert your authority’s name] is not the only institution offering ADR mechanism. For more information you may contact [.....] or visit this website: [......................]

HOW LONG DOES IT TAKE TO RESOLVE A DISPUTE?

Once you have submitted a complaint to [Insert your authority’s name], the outcome of the procedure will be available within [insert number of days] calendar days. In case of complex disputes, the period of time required for the ADR procedures may be extended up to [insert number of days] calendar days.

The result of the ADR procedures is binding upon the parties to the dispute. [Delete if not applicable]

HOWEVER – if unsatisfied, you have the right to challenge the ADR outcome in courts. [Delete if not applicable]

THIS BROCHURE is an introductory tool in order to give you a first insight on what an ADR mechanism can do and how it can benefit you.

INTERESTED IN MORE DETAILS? –

To find out information on the opening of the electricity/gas market you may contact [.....] or visit this website: [......................]

For switching procedure please visit: [.....]

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