

[Insert your authority's logo]



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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