



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. Lets 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...

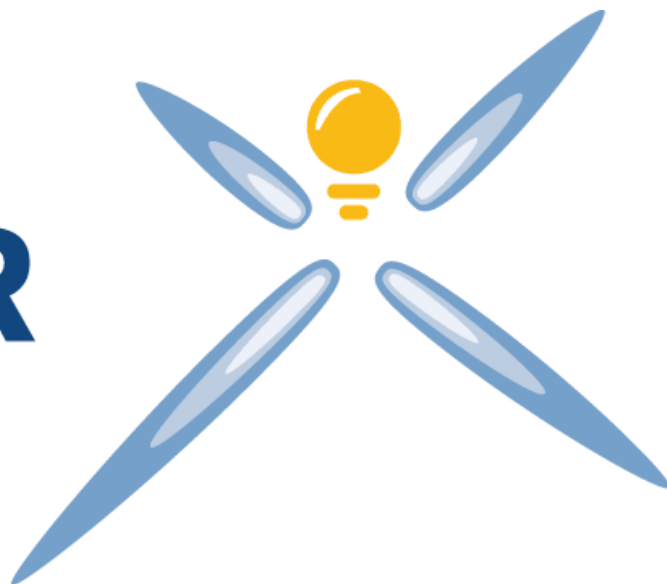
- Highlight key information – what is the minimum information everyone needs to know
 - ▶ An abundance of information should not create barriers for consumers
- Decide what information has to be sent actively and what can be provided for the consumer to access when he/she pleases
- Information can only 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!



Thank you for your attention!

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