

**YOU ARE THE ONE WHO DECIDES!**

**Spend 5 minutes to get to know your energy consumer rights!**



**Dear Customer,**

Starting from 1<sup>st</sup> January 2015 you, as a household customer, will have the right to choose your electricity/gas supplier. This means that you will have the opportunity to decide from which supplier you will receive electricity and/or gas and to choose the supply offer that suits you best.

In simple words, it is called “energy market opening”.

**A bit of technics**

The electricity/gas you are using is produced at specific facilities. To reach your house it flows through power networks/gas pipelines. Your house is connected to the distribution network managed by a company serving the area where you live. This company is responsible for physical delivery of electricity/gas to your house.

**A bit of economics**

Currently, you, as a household customer, have a contract for electricity/gas supply with the company that historically has provided this service in your area. In some cases it is the same company to which your house is connected to (distribution company). Your supplier is responsible for buying (and/or producing) electricity/gas in order to sell it to you. Basically, this is the company you pay for electricity/gas to.

**What is going to change? - ECONOMICS not TECHNICS**

**IF YOU USE YOUR RIGHT**, you change the entity you pay for energy.

With the opening of the market every customer has the opportunity to switch to a new supplier. This means that your current supplier will no longer be your only choice and you are not obliged to keep it.

**BUT** - The physical connection does not change!

**What are the reasons to switch? – YOU ARE THE ONE WHO DECIDES**

You are not just the consumer but the client for the company. As a client you have the right to assess the pricing policy of your supplier, the level of customer service, payment options and so on. In case you are not satisfied with the current service and/or you have found a better deal from another supplier – you may make use of your right to switch.

**How to switch**

Gas and electricity suppliers propose a variety of offers. You look at different offers from different suppliers and choose the one that may assure you the best offer in terms of price, performances and so on. Once you make decision, contact new supplier.

**What are the benefits? - IT DEPENDS ON YOUR CHOICE**

If you are thinking of changing your supplier, this means that you are not satisfied with the current one or that another supplier provides a better offer.

Of course, one of the main criteria is the electricity/gas price. You may save money if the price of your new supplier is lower than the price you are currently paying. If you don't find better offers on the market, you may stay with your current supplier.

Thanks to the opening of the market you can change supplier again if you are not satisfied with the new one.

**Where to find a new supplier? – [insert reference]**

With the opening of the market new suppliers will start serving households and advertising their offers. It is up to you to select the best offer and make use of your power as customer.

**Do I have to change supplier? – NO**

You are not obliged to change supplier if you don't want. Moreover, your current supplier is obliged to supply you with electricity/gas at prices that are now regulated by the state or regulatory authority.

**How are my rights on the energy market protected? – YOU ARE BETTER PROTECTED IF YOU ARE AWARE OF YOUR RIGHTS**

The energy regulatory authority of [insert country] is your partner on energy market related issues. As a publically established body [insert NRA] issues rules guaranteeing fair competition and information to customers on their rights, current legislation, new contract and means of dispute settlement.



**THIS BROCHURE** is an introductory tool in order to give you a first insight on what is going to happen soon in the energy markets. Currently, public authorities are working on the comprehensive legislative and regulatory rules on the energy markets.

**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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