



EmpowerMed

# Self-defence from aggressive marketing

*Training module*





**Work package:** WP2- Building capacity for practical measures implementation

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**Responsible partner:** SOGESCA

**Deliverable 2.2:** Training materials

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**Version:** Final

**Date:** April 2020

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This project has received funding from the European Union's Horizon 2020 research and innovation program under grant agreement No 847052. The sole responsibility for the content of this document lies with the authors. It does not necessarily reflect the opinion of the European Union. Neither the EASME nor the European Commission are responsible for any use that may be made of the information contained therein.



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## PREAMBLE

More and more companies are making persistent and unwanted solicitations by telephone, fax, e-mail for taking advantage of the consumer's fatigue, illness or weakness due to age and exhaustion in order to lead consumers to conclude a contract. In order to be able to defend themselves, consumers have to be informed. For this reason this report will:

- compare and describe the different national electricity and gas suppliers,
- provide instruction for using the available tools to raise the consumers' awareness,
- help consumers to choose the best contracts according to their needs.



# 1 Italy

In Italy, consumers can inform themselves accessing ARERA website at the following link: <https://www.arera.it/it/index.htm>.

**ARERA**, the Regulatory Authority for Energy, Networks and Environment carries out regulation and control activities in the sectors of electricity, natural gas, water services, the waste cycle and remote control. It works to ensure the promotion of competition and efficiency in public utility services and to protect the interests of users and consumers.

## The Energy and Environment Consumer Desk

The Energy and Environment Consumer Desk, established in 2009 by ARERA, provides information and assistance. Its mission is to inform and protect freely, quickly and easily, all consumers of electricity, gas and integrated water service throughout Italy. They can receive information and be helped to solve problems concerning the services.

The Desk provides consumers with different services managed by experts.

- Contact center answers telephone and written questions on the functioning of the market, on consumer rights and on the methods of providing services, as well as providing useful information for the management of any disputes with your supplier or manager.
- SMART services are currently active only for the electricity and gas sectors, allow to quickly obtain information - SMART Info - or resolve disputes - SMART Help - on specific problems.

*Source: Assist 2gether*

## 2 France

In France there is a national online tool, from the public and independent institution **Le médiateur national de l'énergie**, which helps the consumers to compare suppliers before choosing the best offer and better understand the electricity or gas bill with the online calculators.

The tools are directly available at the following link: <https://comparateur-offres.energie-info.fr/comparateur-offres-electricite-gaz-naturel/criteria.action>

energie-info.fr, le site d'information du médiateur national de l'énergie, institution publique indépendante





## 3 Spain

In Spain there is the **OCU** (Organization of Consumers and Users) which helps the consumer in his choices, helping with the comparisons between products and prices and informing on:

- Energy and gas: <https://www.ocu.org/vivienda-y-energia/gas-luz>
- Renewable energy: <https://www.ocu.org/vivienda-y-energia/energia-renovable>
- Domestic appliances.

For more info: <https://www.ocu.org/>

Moreover, in Catalunya there are:

- **Síndic de greuges**, which is an organization from the Catalan Government (Generalitat) that receives the queries from unprotected people, before the administrations' actions or omissions. The **Síndic** is also beginning supervision of the private companies that provide services of public interest, such as electricity, water, gas, etc. For more info: <http://www.sindic.cat/en/page.asp?id=1>
- **Alliance against Energy Poverty (APE)**, stands up to human rights abuses by energy corporations through advocacy and mutual support.



## 4 Albania

Until end of 2019 in Albania the only provider of energy it has been OSHEE (state owned). In 2020 started the liberalisation of the market on energy in order to comply as much as possible with EU directives and EU Energy community requests. But still OSHEE (now FSHU) is the only provider of energy and the information on the prices, list of payment services, related fees, and the documents required for each service, type of contract, claims, RES, etc can be found in their page <http://oshee.al/>. But the page is very hard to be navigated and understand by the citizens.

In Albania there is another platform - energia.al (portal of expert) which gives information on energy market in Albania, helping with the comparisons between products and prices and informing on:

- market research & statistical data
- business plans and feasibility studies for the Albanian Energy & Fuels Market

Information is given in an easy form and with infographics. For more info: <https://www.energija.al>

In regard to "Energy Efficiency" loan finances investments in homes, buildings and business premises, aiming to an efficient use of energy and an increase of electricity savings.

- Who receives this loan? - All customers with income from wages, business can benefit "Energy Efficiency" loans, as long as they fulfill the eligibility criteria to be financed by the Bank.
- Advantages of the "Energy Efficiency" investment

For more info: [https://www.aab.al/edu/ee/cfare\\_eshte\\_kee.php](https://www.aab.al/edu/ee/cfare_eshte_kee.php)



## 5 Croatia

**HERA** is the Croatian Energy Regulatory Agency and provides information on the number of suppliers, prices for consumers, legislation framework relevant for energy sector and similar information.

HERA also explains in the depth the costs of the energy bills and deep the basic rights as a buyer.

Thanks to the information provided by HERA, consumers in Croatia can make an informed decision on their gas or electricity suppliers, at the following links:

<https://www.hera.hr/hr/html/index.html>

Leaflet: [https://www.hera.hr/hr/docs/Letak\\_KEEKK.pdf](https://www.hera.hr/hr/docs/Letak_KEEKK.pdf)



The consumers can also find all the information on different gas suppliers and can compare them at the following link: <https://www.hera.hr/hr/iplin/>

**HEP** is the main and state-owned supplier of electric energy. In the case that an household, for any reason, terminates the agreement for energy supply with any alternative suppliers, HEP becomes households default supplier, in order to ensure that all citizens have the same right to electric energy.

HEP maintains transparent information on prices of electric energy for households, at the following link: <http://www.hep.hr/elektra/kucanstvo/tarifne-stavke-cijene/1547>.

The same information are available for households regarding the gas supply.

Leaflet: [https://www.hera.hr/hr/docs/Letak\\_KPKK.pdf](https://www.hera.hr/hr/docs/Letak_KPKK.pdf)

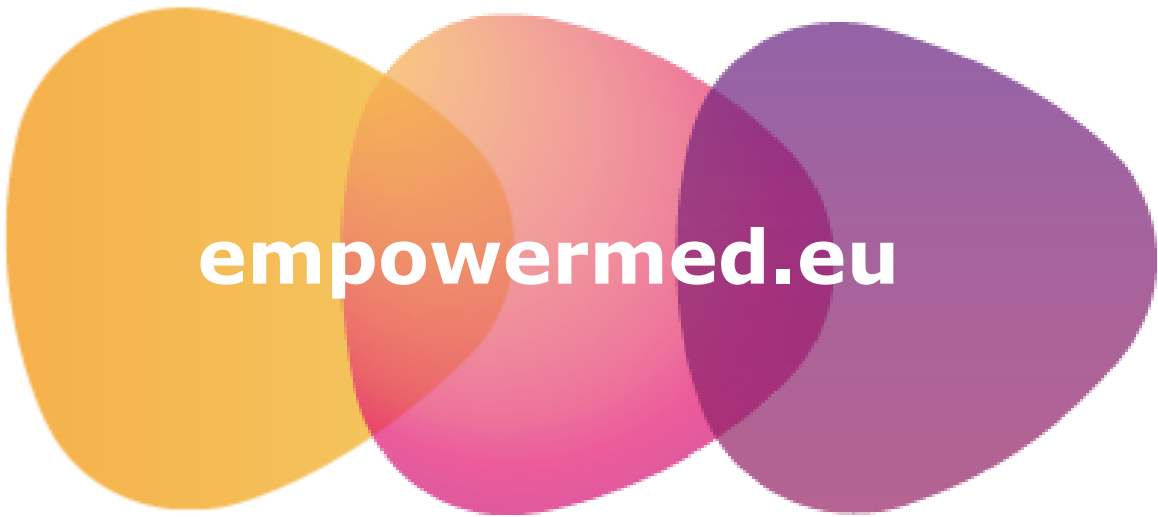




## 6 Slovenia

The following link leads to a website in which are compared the energy providers in Slovenia, which helps the consumers in his choice:

<https://www.zps.si/index.php/zamenjaj-in-prihrani/1093-zamenjaj-in-prihrani-2/8431-cene-elektricne-energije-in-zemeljskega-plina>



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