

“ENERGY FOR ALL”

“ENPOR-Thematic Seminar:
How to reach tenants?” 24/04/2023
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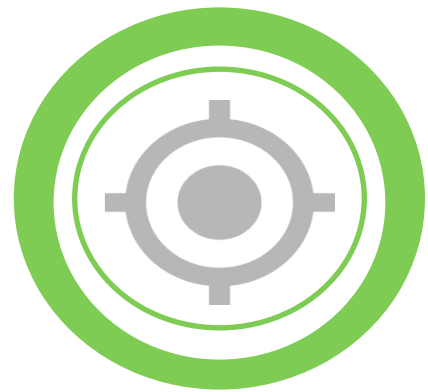


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ΕΝΩΣΗ ΚΑΤΑΝΑΛΩΤΩΝ - Η ΠΟΙΟΤΗΤΑ ΤΗΣ ΖΩΗΣ

EKPIZO – Consumers' Association "The Quality of Life"
established in 1988 to protect consumer rights and
improve their quality of life

- Non governmental, nonprofit, accredited independent association
- Over 22.000 members
- Personalized information and services to over 550.000 consumers
- €23,000,000 returned to members via out-of-court actions and legal actions (collective and class actions)
- > 110 EU-national projects
- Represented over 45 committees
- Member of 5 national, European & International Federations

EKPIZO seeks to achieve



ENERGY FOR ALL



Social Problem

Energy poverty in Greece



Interventions

- Consumer awareness raising/Information/Education/Training
- Consumer legal and technical support
- Surveys
- Advocacy and Lobbying EU, Authorities and Energy providers
- Strategic Partnerships between stakeholders

Vision

- To reduce energy poverty by trying to improve legislative and enforcement framework
- Assure consumers' energy rights during the crisis
- Provide information education and activate consumers



Activities in energy field

1. EKPIZO has an **Energy Department**
2. Member of **BEUC energy expert team**
3. Participates in **funded energy projects**
4. **Supports several EU projects** (STEP-IN, POWERPOOR, ENPOR)
5. Was one of the **5 final winners at EU level** of the 2017-2018 “Social Innovation to Tackle Fuel Poverty”
6. **Collaboration with EU and local stakeholders** (municipalities, universities, NGO’s ..) to tackle energy poverty
7. Working to **simplify energy bill content**

Activities in energy field

8. Has conducted so far 4 researches:

- "Research on energy poverty and energy bills" 2018

- "Impact of Covid-19 on energy consumption/behavior of Greek households" 2020

- "Research on energy bills" 2021

- "Subsidy of electricity bills through the Power Pass platform" 2022, and also,

- 1 campaign for "Clean energy bills" May 2021

- 1 "Mystery shopping for electricity suppliers pre-contractual information"- 2020

- 1 Study ["Clean" Energy Bills for all citizens in the EU](#)

(analysis of the content, structure, and format of the electricity bills in EU27)- 2023

Activities in energy field

A. To consumers:

1. Providing information, education and support about their energy rights through website, social media, press releases, articles in print and electronic press, TV and Radio interviews, campaigns, workshops, books, leaflets, newsletter, conferences/seminars
2. Providing tailor made advice (oral and written communication)
3. Handling their complaints and undertake actions to settle them amicably

Activities in energy field

B. To competent national and EU Authorities:

1. Participation in public consultations and making proposals
2. Sending letters to/ holding meetings with the Ministries involved and the Regulatory Authority for Energy (RAE)
3. Workshops/seminars/conferences

C. To energy suppliers:

1. Sending letters to/ holding meetings
2. Bringing collective actions in court against them on behalf of consumers

Main conclusions

- **Lack of trust** from consumers towards Government and energy suppliers
- **Many people are affected** with significant economic damage
- **Consumers' lack of information and education** on energy consumption and rights
- **Inability to pay electricity bills** in due time
- **Energy poverty and energy exclusion**

Proposals



- **Exchange of best practices** for affordable energy
- **Foster the role of energy suppliers** so as to provide more flexible arrangements with consumers and to identify specific solutions (change of tariffs, existing and new debts in installments, green tariffs)
- **Apply better practices in order to approach consumers:** clear and precise information, transparency in general contractual terms and conditions and bills, in customer service

Proposals



- **Create trust and disseminate solutions** so as to ensure that all consumers continue having access to energy supply to satisfy their basic needs
- Boost **energy & environmental responsibility and sensitivity**
- **Empower the role of consumers** through schemes such as energy communities focusing on literacy and energy poverty mitigation
- **Deep retrofits measures** from the Government in collaboration with local stakeholders (Saving at Home program)

Proposals



- **Communicate the availability of financial schemes** for the renovation of residential and commercial buildings
- Promote the **cooperation with consumer organizations**
- Ensure the **consumers support from a local team of people** (municipalities, NGO's)
- Facilitate the **access to one-stop-shops** (low-income households, vulnerable consumers, tenants and landlords, property owners and building managers)

Other activities



Findings from REACT group meetings in ENPOR project

- Enable the role of **municipalities**
- Establish a **network** with the participation of all interested bodies



Approach in REVERTER project

- Conduct a **survey** so as to capture the factors that affect energy poverty
- Engage energy poverty **ambassadors** for approaching energy poor households
- Collaborate with the **Social Services Units** of the municipalities

The non-negotiable core of our solution



- Really aware, well- informed and active energy consumers
- Not leaving anyone behind

THANK YOU!

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