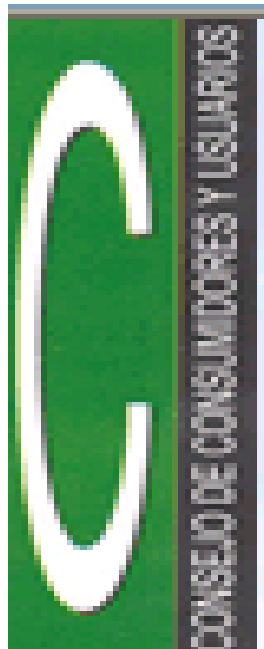


# Citizens' Energy Forum

**London**

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Confederación Española  
de Cooperativas  
de Consumidores  
y Usuarios



**HISPA  
COOP**

# HISPACOOOP

- Non-profit representative organization on national level in Spain
- Founded 22 years ago
- Represent Spanish consumers and users, as a consumer organization
- Our members are regional federations of consumer cooperatives and consumer cooperatives directly

Confederación Española  
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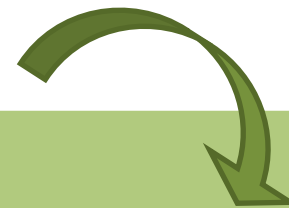
# REGULATORY FRAMEWORK

- 2009 – Third Energy Package



Advantages of a truly competitive energy market

- 3<sup>rd</sup> March 2011 – Directives of gas and electricity become effective.
- May 2011 – 2 proposals of law in order to transpose the Third Energy Package in the electricity and gas market.
- March 2012 - the final transposition in Spain.



**Final regulation???**

**Real Decreto-Ley 13/2012** - Internal regulation characterized as a bad and incomplete transposition.

Lack of consumer protection measures and most of the rights established in the Third Energy Package.

# COMPLEX LEGISLATION

- Huge complexity in the energy market (technique terms, agents, their functions).
- Constant modifications and derogations of laws and deficient legislative technique.
- Consumers see the energy market as something too complex and difficult to take part in.



**Difficult to understand the functioning of the market and the implications for consumers**



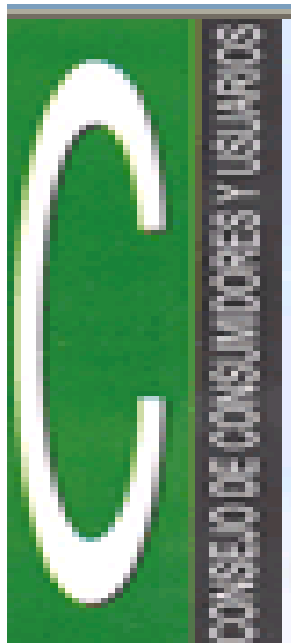
**It is necessary to do more in implementing the needed measures to complete the national energy market according to the European regulation**

# Liberalisation ≠ competition

- **There is not a real liberalised energy market.**
- **Competition does not exist in terms of prices and quality of the services.**
- **Many difficulties lie in the choice of supplier and the impossibility of finding suitable offers to consumers.**
- **Free market does not involve consumer benefits and savings, and it entails risks to consumers** (contractual clauses, discounts applied to complementary services, difficulties switching suppliers...).
- **A more effective and transparent formation of prices is needed.**
- **Consumers distrust the formation of the prices.**

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Thank you



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