

Involving Consumers through Cooperatives

Citizens' Energy Forum

London, 17 December 2013

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Cooperatives Europe

1. Cooperatives Europe

Representing in total
123 million member co-operators owning
160,000 cooperative enterprises and giving jobs to
5.4 million European citizens

National organisations

European organisations

Cooperative enterprises

90 member organisations
34 countries of the Europe region

2. From awareness to active consumers

How to get them involved?



Active consumers



Awareness + Relevant information = Energy savings

3. Consumer Satisfaction

Demand driven organization
customers = owners



Simplicity

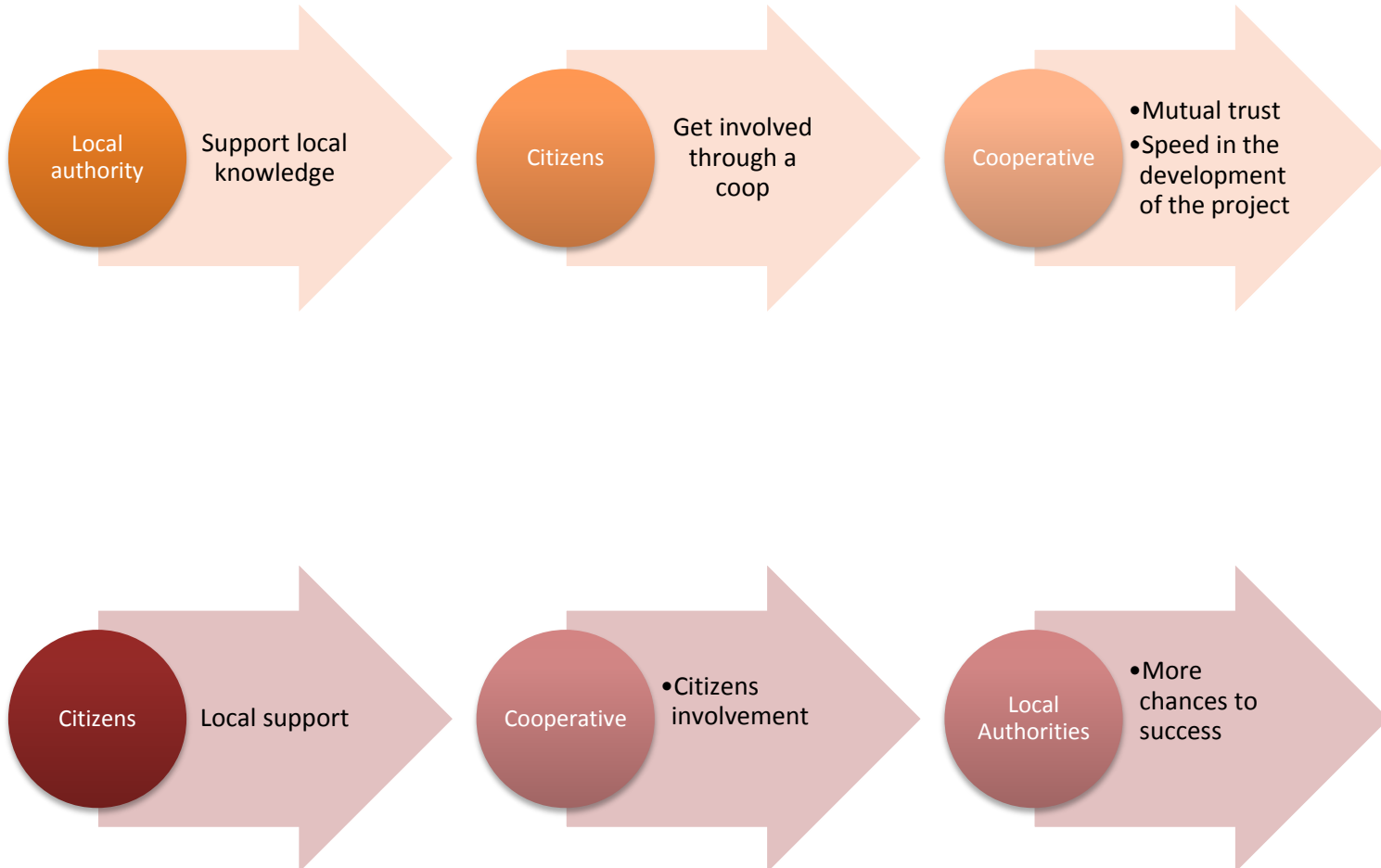


Accurate
communication

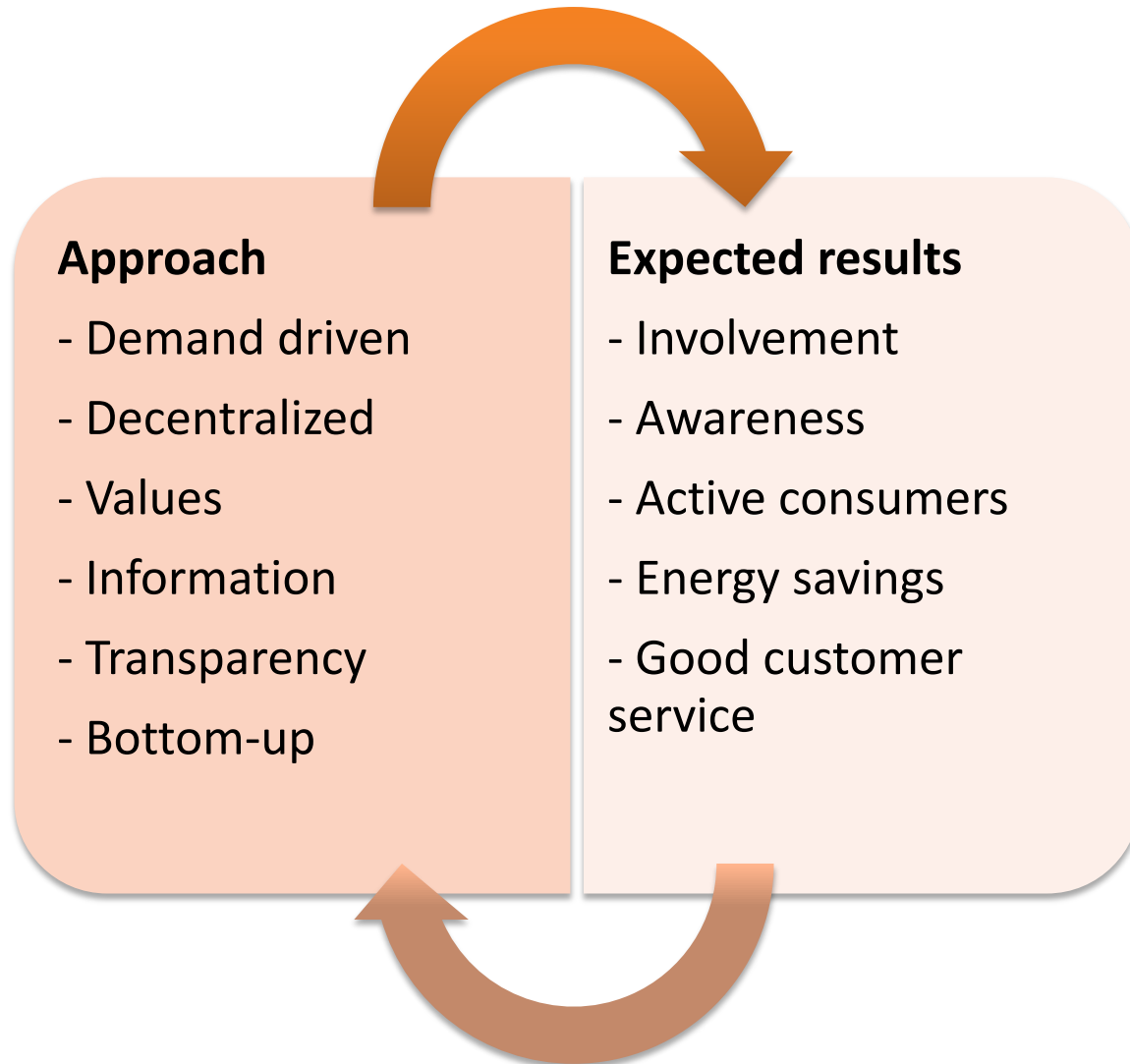


Good customer service

4. Dialogue with local authorities



5. Conclusion



THANK YOU

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