

# Citizens Energy Forum 2013

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# Federacja Konsumentów

- The largest nationwide and one of the biggest consumer organisations in Europe,
- Public benefit organisation,
- Operating since 1981, more than 30 years of experience in the field of protection of consumer rights,
- Network of 38 branches throughout the country,
- Strong team of lawyers and experts,
- Legal counseling, consumer education, participation in legislative procedures, training for various market participants.

# Sources of our knowledge on consumer situation

## **Consumer complaints:**

- 56 000 consumer complaints handled in 2012 r.;
- 80 000 calls on the consumer infoline in 2012 r.;
- Each complaint gives us information about situation on the market;

## **Own research and analysis:**

- Qualitative and quantitative analysis of consumer complaints;
- Assessment of legal risk of market practices;
- Consumer opinion surveys ;

## **Our friends:**

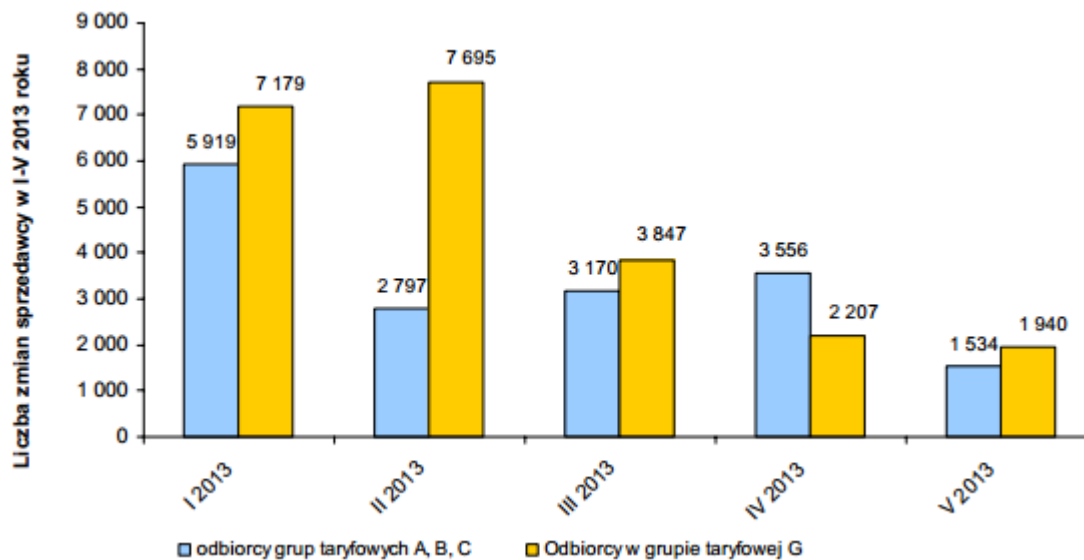
- Member of BEUC, ANEC and Consumers International;
- Cooperation with consumer organisations across Europe.

# Poland

- Population: 38,186,860
- Number of households: 13,572,000
- energy price (1 kWh): 0,618 PLN, (0,148 EUR)
- minimum wage in 2013(net): 1181,38 PLN (283 EUR)
- number of energy suppliers: 80
- number of „BIG” DSO’S: 5
- Prices are regulated in tariff group G (households);
- Switching the energy supplier is available since 2007;
- No real competition on the natural gas market;

# Switching by figures

- Number of TPA receivers in households (tariff group G) by the end of September 2013 was 114 382
- In tariff group G:
  - 2207 households decided to switch in April 2013 r.
  - 1940 households decided to switch in May 2013 r.



źródło: ure.gov.pl

# How does the system work in Poland ?

- **Contractual options for Polish consumers:**
  - combining energy sales with other services under one contract,
  - switching the supplier,
  - switching the tariff within tariff group G;
- **Problems**
  - Suppliers do not compete,
  - Unclear, complicated billing system,
  - Unfair contract terms,
  - Unfair commercial practices,
  - Doorstep selling,
  - Lack of proper legal framework,
  - Energy poverty,

- At the moment, from a consumer perspective switching in most cases is unfavourable.
- Consumers
  - Afraid of increase of prices after liberalisation,
  - Expect prices regulation to be maintained,
  - Already have some bad experiences with supplier switching process,
  - Usually looking for help with reverting the process of changing the supplier,

# Thank you !



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