



The Consumer Voice in Europe

A Consumer Checklist for future smart energy markets

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Citizens Energy Forum
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Our Dream Team checklist to protect and empower consumers



Our Dream Team checklist



I want to have choice – particularly if it costs me money



Our consumer Dream Team



I want to be able to benefit from the smart meter



Our consumer Dream Team



**I want my bill to be accurate, based on actual consumption.
Additional services can come later.**



Our consumer Dream Team



I want the information I get on my consumption to be easy to understand and use it to compare alternative offers.



Our consumer Dream Team



Our consumer Dream Team



**I want to easily access and control my data.
Keep it close to me.**

Our consumer Dream Team



 I want to easily switch suppliers whenever I wish to,
avoiding unnecessary reinstallations.



Our consumer Dream Team



I want to have a clear idea whom to contact if I have any problem.

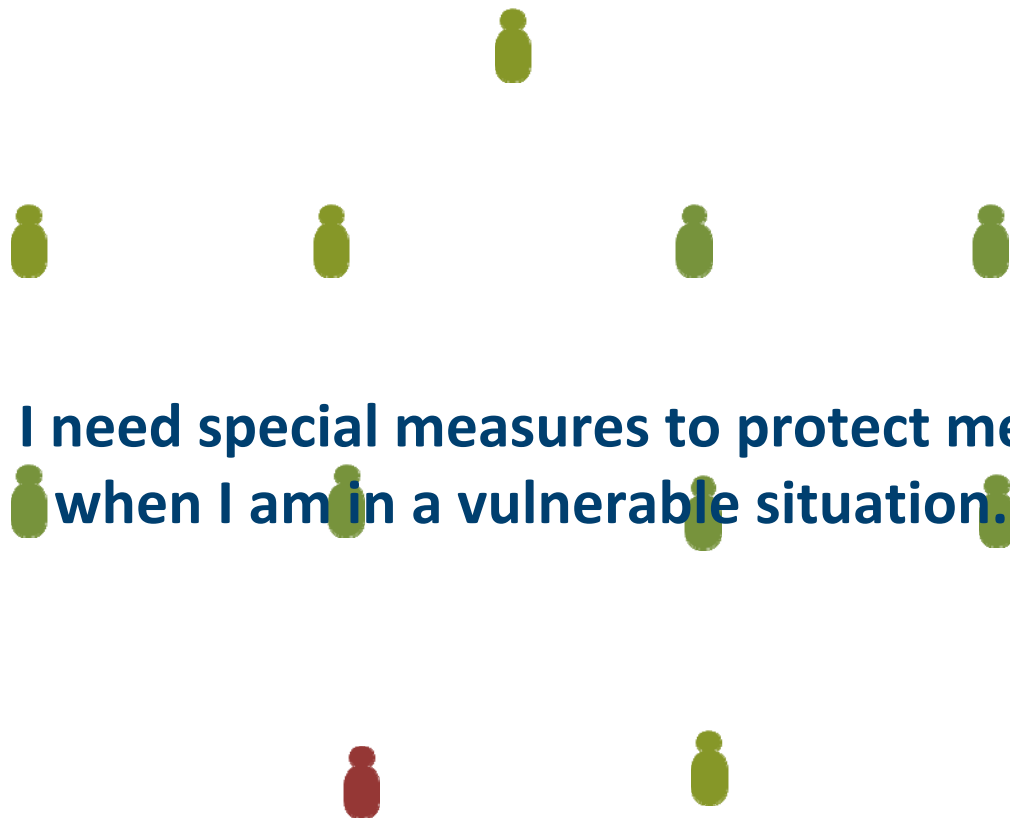


Our consumer Dream Team

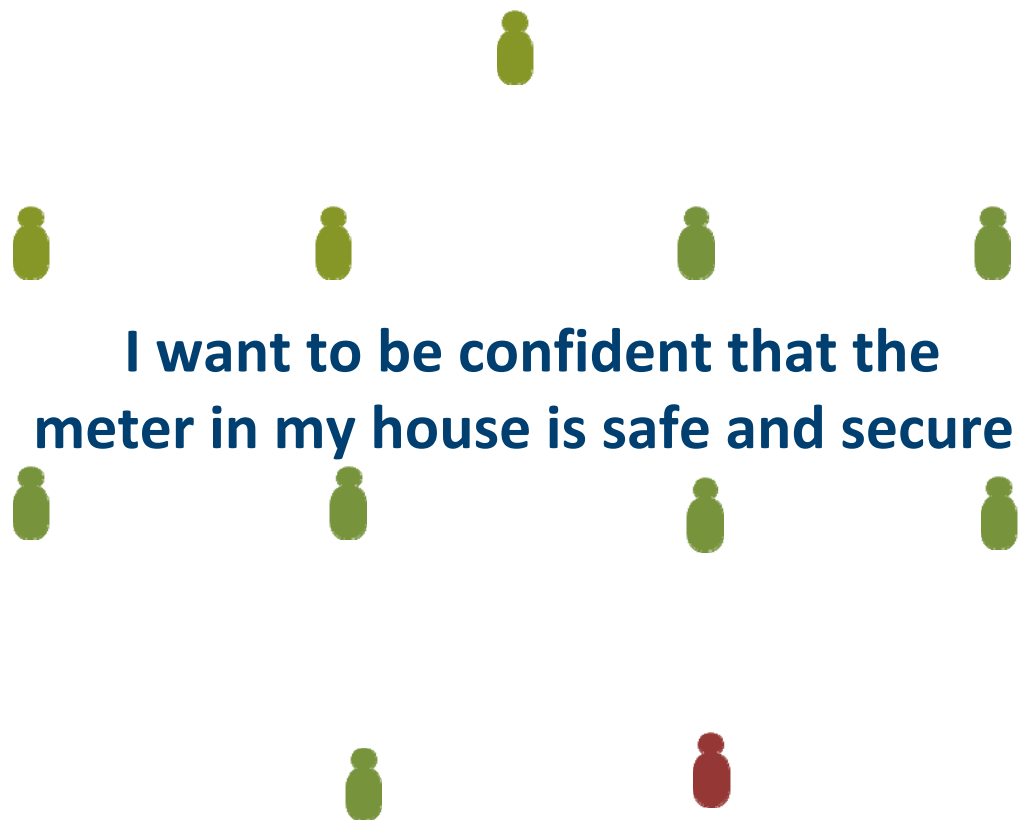


**I want to be protected against the misuse
of remote functionalities.**

Our consumer Dream Team



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Thank you for your attention

You can find our full checklist at:

<http://bit.ly/RoGSXW>

