

The Consumer Voice in Europe

## ENERGY BILLING: LANDSCAPE REPORT AND SUMMARY OF GOOD PRACTICE

BEUC INPUT TO THE CONSUMER FRIENDLY ENERGY BILL INITIATIVE



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EC register for interest representatives: identification number 9505781573-45



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## 1. Introduction & scope

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The energy bill is the main communication tool between an energy supplier and a consumer. However, consumers still find their energy bills confusing and unclear bills are the main reason for consumer complaints.

Studies show that consumers do not understand basic information in their electricity bill. Bills are often packed with a lot of information or technical terms but consumers cannot find the necessary information to switch their energy supplier.

A lot has been done to regulate energy bills and the recent 'Clean Energy for All Europeans' package of the European Commission acknowledges that energy bills are far from clear. The package includes proposals that are needed to further improve energy bills and billing information. This underscores that unclear bills are a continuous, EU-wide problem which needs to be addressed both at the EU and national/ local level.

To improve energy bills and make them more consumer-friendly, BEUC Secretariat prepared a report on the current state of play on energy bills in the EU. Based on input from BEUC members and studies published by the European Commission, this report provides a number of good practice measures to improve energy bills.

We thank our members VKI (Austria), Danish Consumer Council (Denmark), UFC Quechoisir (France), vzbv (Germany), DECO (Portugal), ZPS (Slovenia), OCU (Spain) and our UK members Which? and Citizens Advice for submitting useful information and practices on energy bills.

## 2. Designing consumer-friendly energy bills in a nutshell

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1. Work from the assumption that the bill is the most important vehicle you have for communicating with your customer.
2. Provide all obligatory information.
3. Consider including all recommended information (such as information on duration and termination of contract).
4. Make action-oriented information stand out.
5. Consider a tiered approach, where the most important information is provided on the first page and detailed breakdowns, calculations and explanations are on a separate page(s).
6. Use easily understandable and consistent language.
7. Use charts instead of tables.
8. Consider developing and testing your draft with consumers and consumer organisations.
9. Monitor consumers' reaction by e.g. analysing complaints, calls to customer service and carry out surveys.

### 3. What matters on energy bills?

The first question is whether the required information is provided to consumer in the first place. Secondly, the question of the usefulness to the consumer of the presentation (layout) should be asked.

The Second Electricity Market Study (2017) finds problems with both content and layout. Various studies and examples for BEUC members underline that we are still far from reaching a point where best practice in billing is the rule in the EU.

#### 3.1. Content

Compliance with current legislation regarding obligatory content in bills varies to a large degree among countries and companies as illustrated in table 1. Overall in 300 samples, less than 1/3 of bills contain information about the fuel mix/energy sources or information about the single point of contact where you can obtain information about your energy rights.<sup>1</sup>

**Table 1: Status for selected required information in bills**

<b>Status for selected required information in bills in sample of 300 bills from 10 EU member countries</b>			
<b>Legislation source</b>	<b>Requirement as expressed in test</b>	<b>How often is the information present in tested bills (%)</b>	<b>Lowest and highest scoring countries (%)</b>
Electricity Directive	Fuel mix/energy sources	32	0-52
Electricity Directive	National contact information point or single point of contact for info on energy rights	28	4-53
Electricity Directive	Information about mediator or 3 <sup>rd</sup> party assistance	23	0-57
Energy Efficiency Directive	Billing based on actual consumption based on meter reading (monthly, quarterly etc.)*	66	44-92
Energy Efficiency Directive	Base price per kWh of your tariff	82	65-93
Energy Efficiency Directive	Details about consumption during billing period (in kWh)	59	40-83
Energy Efficiency Directive	Current consumption compared to earlier consumption	44	8-87
Energy Efficiency Directive	Tips on saving energy	26	8-57
*Requirement is at least once a year Source: Second Electricity Market Study, Table 30			

<sup>1</sup> Two requirements set out in the Electricity Directive, Second Electricity Market Study pp.136-177

Looking at content<sup>2</sup> recommended by the European Commission, there is also great variation. Duration of contract was missing in 78% of the samples, while one out of five did not contain a detailed breakdown of the price.

**Table 2: Status for selected recommended information in bills**

<b>Status for selected recommended information in bills in sample of 300 bills from 10 EU member countries</b>			
<b>Recommendations source</b>	<b>Requirement as expressed in test</b>	<b>How often is the information present in tested bills (%)</b>	<b>Lowest and highest scoring countries (%)</b>
E-billing report	Telephone no. of customer service/helpline	96	80-100
E-billing report	Duration of contract (e.g. 24 months)	22	0-50
E-billing report	Period of notice to terminate contract	19	0-57
E-billing report	Tariff name/plan	80	57-100
E-billing report	A detailed price breakdown for your tariff	79	8-100
E-billing report	Base price per kWh of your tariff	82	65-93
E-billing report	Switching code/meter identification	73	44-96
E-billing report	Payment method	84	64-100
E-billing report	Information about how to obtain your bill in alternative format	24	5-53
Source: Second Electricity Market Study, Table 31			

For both required and recommended information, there is great variation between countries and also within countries. For instance, according to the survey (2016) of the Portuguese consumer organization, DECO, there is a serious lack of information in bills across different energy companies. Basic information was often lacking, such as correctly identifying the commercial offer as well as presenting the consumer's consumption history and profile. BEUC Spanish member, OCU, highlights an example on how all required information can be presented.<sup>3</sup>

**BEUC recommendations:**

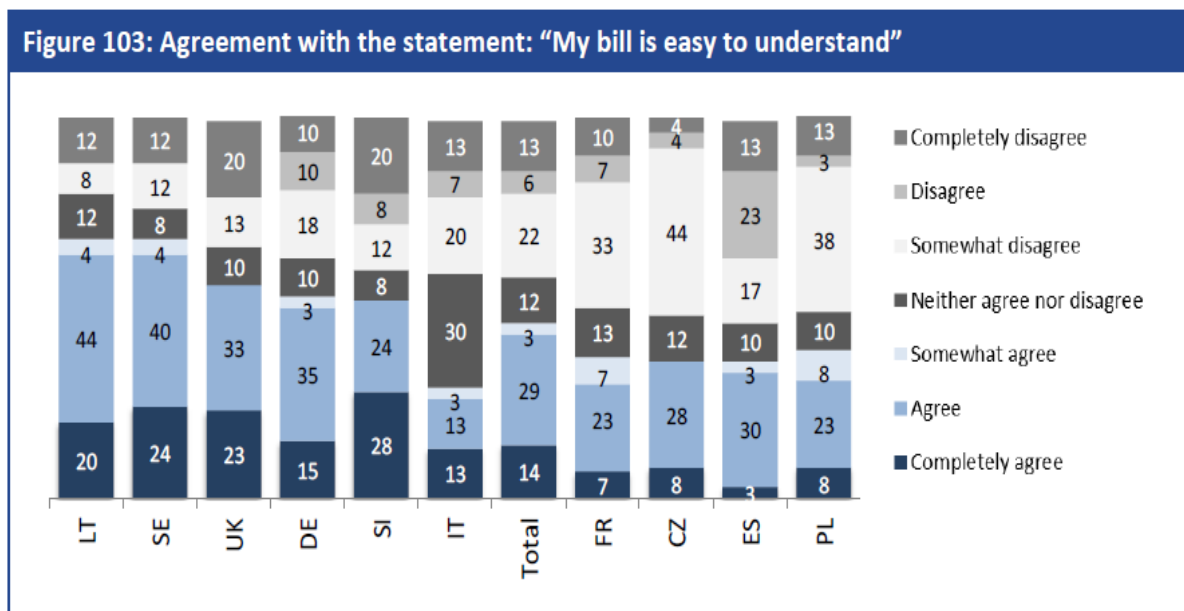
- **Provide all obligatory information.**
- **Consider including all recommended information.**

<sup>2</sup> The European Commission's non-binding guidance on billing found in Working Group Report on e-Billing and Personal Energy Data Management and summarized in Second Electricity Market Study, Table 31

<sup>3</sup> See <https://www.boe.es/boe/dias/2014/05/30/pdfs/BOE-A-2014-5655.pdf> , pages: 26-28

### 3.2. Comprehension

Consumers’ understanding of electricity bills is very different from country to country. Mystery shopping shows that in some countries more than 60% completely agree or agree that their bill is clear and easy to understand, while in others, this figure falls to as low as 26%.<sup>4</sup>



Q14. To what extent do you agree with the following statement: “my bill is easy to understand”?

%, Base: all mystery shoppers

Source: Mystery shopping

Source: Second Electricity Market Study, Figure 103, 2017

It is important to bear in mind that providing more of the required information does not in itself lead to a bill which is easier to understand. While energy bills in Germany in general had more of (not all) the required information, they were found by many to be easy to understand. For France and the Czech Republic, a relatively high content score did not lead to a similar high comprehension score. How the information is presented is thus important for the consumers’ ability to make use of the bill.

Many techniques are available to make a bill more understandable, including working with page layout, language, fonts, shading, colours etc. How many of these techniques can be used by individual companies will be dependent on the design policy of the company. Two aspects can be singled out which should be possible to weave into the bill at most companies in order to improve the consumers understanding of the bill.

The first aspect is language. In addition to being easily understandable, language and terms used should be consistent across all the company’s contacts with consumers. The technical department, the public relations department and the billing department will often use different terms for the same thing or situation. The reasons for these differences are typically historical, technical and legal but nonetheless may confuse the consumer and make it less likely that the communication is understood as intended.<sup>5</sup> When settling on a company-wide term, it should also be chosen for its ease of understanding. In a 2016 study

<sup>4</sup> This question does not provide the answer to whether consumers are given the necessary information or are able to use this information for instance for switching their supplier.

<sup>5</sup> Forbrugertillid paa elmarkedet: Joint study by the Danish Energy Association and the Danish Consumer Council (2012)

on bills in Rhineland-Palatinate, the use of technical language and acronyms was identified by vzbv as a barrier to understanding the bill.<sup>6</sup>

The second aspect is the way data is presented. While engineers, accountants and economists may find it easier and more satisfying to read a table than a chart, this seems not to be the case for the average consumer. In a test of how well they knew their consumption history after reading the bill, only 42% of respondents could correctly answer how much energy they had consumed in the previous year when it had been presented in a table. This is contrasted with 58% of respondents answering correctly when they had been shown their consumption history in a chart.<sup>7</sup>

**BEUC recommendations:**

- **Use easily understandable and consistent language.**
- **Use charts instead of tables.**

### 3.3. Call for payment

In addition to being a source of information for scrutiny, control and advice, the bill is a call for action for the consumer. Firstly, to know what to pay but also when to pay and how to pay. The consequences for both consumer and company are negative and can be costly, if this is not done or is done incorrectly. The bill should therefore inform the consumer clearly about the action required to carry out payment (amount, means and date).

There are several examples of how this can be done. For instance, in the UK an energy supplier engaged with consumer groups to design a new simpler bill (see Annex I). Another example comes from Slovenia (see Annex II) and an example of how information about payment option can be provided in a comprehensive, yet understandable manner is found in the bill example in France (see Annex III).

**BEUC recommendation:**

- **Make action-oriented information stand out.**

### 3.4. Make sure all consumers can make use of the bill

Consumers vary in many ways, including in their interest and ability to read complicated tables, reports and bill statements. It is therefore important to make sure that no consumers are left behind when designing the bill while still allowing all consumers access to detailed background information.

Recent research by Citizens Advice also points to the "*idea that different groups of consumers may want a different balance of content*". 'The Lost Decade' report provides an overview of consumer experience of energy billing issues between 2005 - 2015.<sup>8</sup>

<sup>6</sup> Examples mentioned were KWK-Umlage, AbLaV-Umlage, HT / NT, Wirkstromverbrauch, maschinelle Schätzung.  
<http://www.verbraucherzentrale-rlp.de/media239521A.pdf>

<sup>7</sup> Second Electricity Market Study, European Commission, 2017

<sup>8</sup> The Lost Decade report is available at:  
<https://www.citizensadvice.org.uk/Global/CitizensAdvice/essential%20services%20publications/Lost%20Decade%20Report2%20New%20Front.pdf>

The most straightforward way to solve this dilemma is to use a tiered approach. A first step, taken independently by several companies, has been to include a short cover letter with a traditional bill explaining and highlighting selected information which is illustrated by an Austrian example (see Annex IV). Another example provided by the European Commission illustrates how tiered information can be displayed in e-bills (see Annex V).

According to the Rhineland-Palatinate study on understandability of energy bills (2016), consumers prefer to have all relevant information on the first page. A more integrated approach is to design both the front page and the following pages in a way that enables all consumers to make good use of the bill. This study describes following problems:

- Large size of electricity bills: The average length of electricity bills is five pages and varies between 3 and more than 10 pages.
- Often confusing layout, a lot of data, many shortcuts and many technical definitions are used (e.g.: KWK-Umlage, AbLaV-Umlage, HT / NT, Wirkstromverbrauch, maschinelle Schätzung), partly very small letters and numbers, sometimes price information with 3 to 6 places after the decimal point (e.g. 0,108398 € per kWh), important information hidden in a lot of text, etc.
- In two thirds of the examined electricity bills the price per kWh incl. tax (pretax) is missing.
- Many consumers do not know their actual electricity consumption (and cannot find the information about their yearly consumption on their bill).
- Conversion of the consumption to 365 days/year is often missing (to compare it with the consumption in the previous year).
- Graphs which should show the consumption of comparable households (of the same size) are often not understandable for consumers because of the layout.
- Contact data of independent organisations which offer energy advice (like consumer associations) are often missing or incomplete (only web link, no address, no telephone number).

#### **BEUC recommendation:**

- **Consider a tiered approach, where the most important information is provided on the first page and detailed breakdowns, calculations and explanations are on a separate page(s).**

### **3.5. Design process**

Consumer organisations have often developed extensive experience, expertise and networks with regards to communication with consumers and the nature of consumer complaints.

It may therefore be advantageous for companies to engage with consumers and their organisations in developing and testing draft bills. For an example see the effort by SSE in the UK (Annex I). However, due to the size of some consumer-organisations this might not always be possible. Any use of resources from consumers and consumer organisations should be recompensed.

**BEUC recommendation:**

- **Consider developing and testing your draft with consumers and consumer organizations.**

### 3.6. Follow-up

The work of developing a better bill is not finished with the implementation of a new and better format. It is necessary for the company to follow the actual customer experience with the new format. A Danish electricity provider who recently spent considerable resources developing a new and more accessible format found that some of its customers still found the bill difficult to understand. According to the company, many customers were happy with the new format but a group, apparently “weaker” customers found it confusing. This has led the company to work further on making the bill simpler and tiered.

**BEUC recommendation:**

- **Monitor consumers’ reaction by e.g. analysing complaints, calls to customer service and carry out surveys.**

### 3.7. The central role of the bill

The main reason for consumers to contact their electricity company is the bill.<sup>9</sup> For the consumer, the bill is a source of information for scrutiny, control and advice and a call for action. With the introduction of competition, the bill becomes a vital link between the consumer and the electricity company. Consumers’ lives can be burdened and market shares can be lost through poor bills. It is therefore important for all, that the quality of bills is improved.

**BEUC recommendation:**

- **Work from the assumption that the bill is the most important vehicle you have for communicating with your customer.**

## 4. Useful links

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### 4.1. Reports published by the European Commission

- [Second consumer market study on the functioning of the retail electricity markets for consumers in the EU](#) (2017)
- [Commission Staff Working Document evaluation of the EU Framework for Metering and Billing of Energy Consumption](#) (2016)
- [Working Group Report on e-Billing and Personal Energy Data Management](#) (2013)
- [Example of a regular electricity bill](#)

<sup>9</sup> Second Electricity Market Study, fig 15



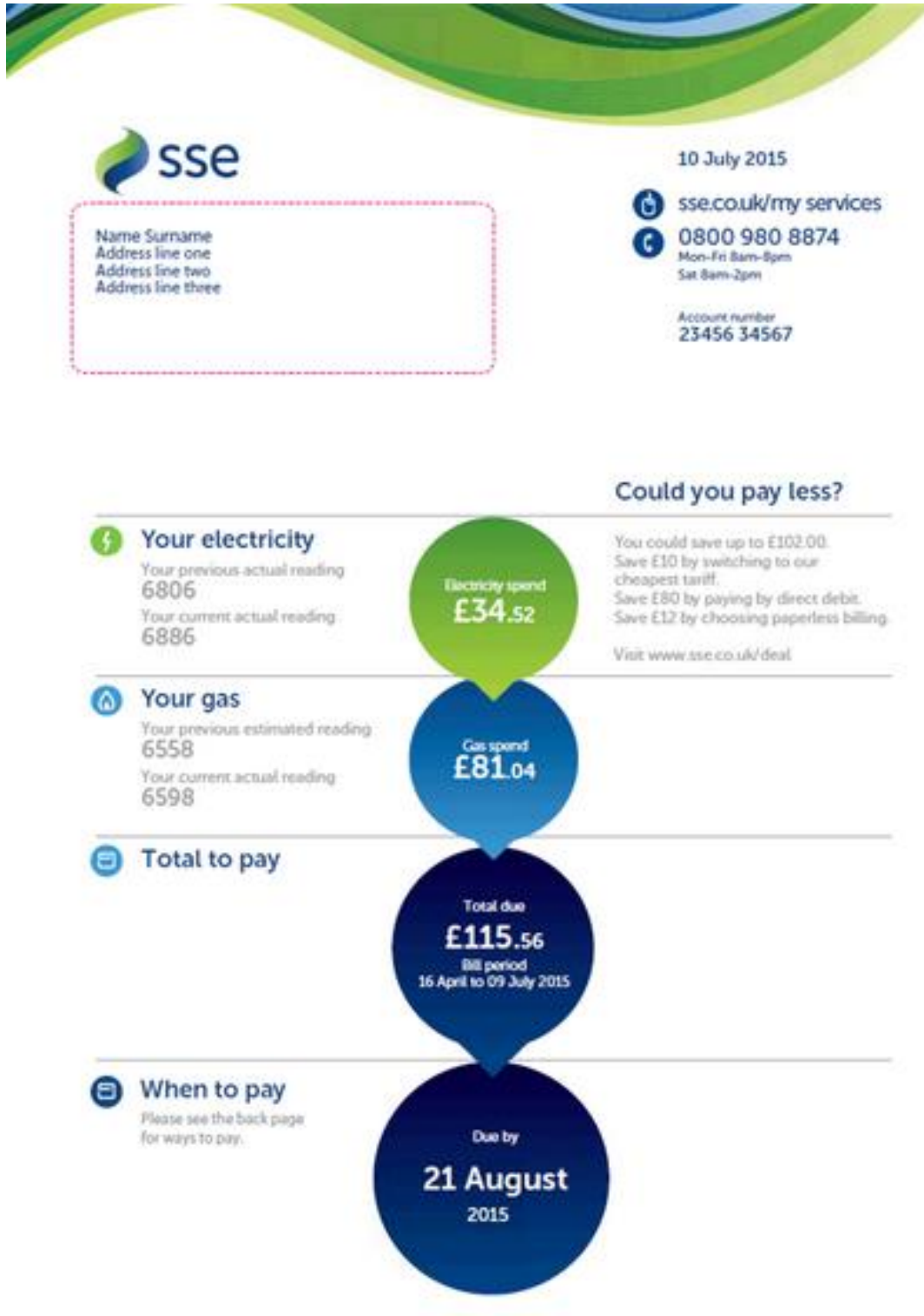
- [Example of an annual electricity bill](#)
- [Example showing good practices on online electricity bills \(e-bills\)](#)

#### **4.2. Report published by ACER/CEER**

- Market Monitoring Report (2016) [Consumer Protection and Empowerment Volume](#)

## 5. Annex

### 5.1. Annex I (UK)<sup>10</sup>



**sse**

Name Surname  
Address line one  
Address line two  
Address line three

10 July 2015

[sse.co.uk/my services](http://sse.co.uk/my-services)  
0800 980 8874  
Mon-Fri 8am-8pm  
Sat 8am-2pm

Account number  
23456 34567

**Could you pay less?**

**Your electricity**  
Your previous actual reading: 6806  
Your current actual reading: 6886  
Electricity spend: **£34.52**

**Your gas**  
Your previous estimated reading: 6558  
Your current actual reading: 6598  
Gas spend: **£81.04**

**Total to pay**  
Total due: **£115.56**  
Bill period: 16 April to 09 July 2015

**When to pay**  
Please see the back page for ways to pay.  
Due by: **21 August 2015**

You could save up to £102.00.  
Save £10 by switching to our cheapest tariff.  
Save £80 by paying by direct debit.  
Save £12 by choosing paperless billing.  
Visit [www.sse.co.uk/deal](http://www.sse.co.uk/deal)

<sup>10</sup> Available at: <http://sse.com/newsandviews/allarticles/2016/02/new-sse-bill-design-aims-to-end-energy-bill-confusion/>



Electricity spend		Gas spend	
Usage charge (80 kWh at 13.37p)	£3070	Usage charge (26371 kWh at 4.52p)	£57.13
Standing charge (95 days at 26.1p)	£22.18	Standing charge (95 days at 26.1p)	£22.18
VAT 5% (on charges of £32.88)	£1.64	VAT 5% (on charges of £79.29)	£1.75
<b>Total spend for electricity</b>	<b>£3452</b>	<b>Total spend for gas</b>	<b>£81.04</b>
<b>Your total bill</b>			
You owed us		£326.49	
You paid us		£326.49	
Total current spend		£115.56	
<b>Your balance</b>		<b>£115.56</b>	

### Compare your electricity



### Compare your gas



### About your electricity

<b>Tariff name</b> SSE Energy Fix 9 More Now 36	<b>Tariff ends on</b> 30 November 2016
<b>Payment method</b> Cash / cheque	<b>Exit fee</b> No exit fee

### About your gas

<b>Tariff name</b> SSE Energy standard energy	<b>Tariff ends on</b> No end date
<b>Payment method</b> Cash / cheque	<b>Exit fee</b> No exit fee

### Get in touch

- Contact us at [www.sse.co.uk](http://www.sse.co.uk) or call a member of our team on 0800 912 3000 if you need any help.
- To find out more about your rights call the Citizens Advice consumer service on 0345 4 04 05 06 or visit us at [www.citizensadvice.org.uk/energy](http://www.citizensadvice.org.uk/energy)
- If you have an unresolved complaint you can also contact Ombudsman Services: Energy on 0330 440 1624 or [www.ombudsman-services.org](http://www.ombudsman-services.org)

- Power cut or electric emergency?**  
Call 0800 072 72 82 for 24 hour help.
- If you smell gas or have any emergency –**  
Call 0800 311 999 for 24 hour help.
- Question for your local network operator?**  
Contact them by phone on 0800 048 3516  
Or by post at Southern Electric Power Distribution Plc,  
55 Vauxhall Road, Reading, RG2 8RQ

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## 5.2. Annex II (Slovenia)



**GENI**, trgovatelj in prodajalec električne energije, d.o.o.  
Vrbina 17, SI-4270 Kočevje, Slovenija

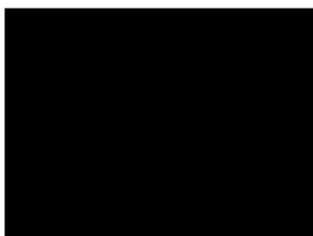


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pocbne@elektrika.si



**POČBNE PLIN**  
www.pocbne.si  
pocbne@plin.si

**080 1558**



Nova Gorica, 24. 02. 2017

Račun številka: [redacted]

Električna energija in zemeljski plin za  
**JANUAR 2017**

Referenca: SHZ [redacted]  
TRR: SI56 0292 2026 0092 885  
Številka kupca: [redacted]  
Kupec: [redacted]


### RAČUN ZA ELEKTRIČNO ENERGIJO IN ZEMELJSKI PLIN

ZA PLAČILO Z DDV:	
110,69 €	
90,73 €	Skupaj vsa merilna mesta
90,73 €	Osnova za DDV (stopnja 22%)
19,96 €	Znesek DDV (stopnja 22%)
110,69 €	Skupaj znesek računa z DDV

ROK PLAČILA:

## 13. 03. 2017

Podrobno razčlenjen račun za posamezna merilna mesta se nahaja na naslednjih straneh.

 **NOVA OBRACUNSKA ENOTA ZA ZEMELJSKI PLIN JE KWh**

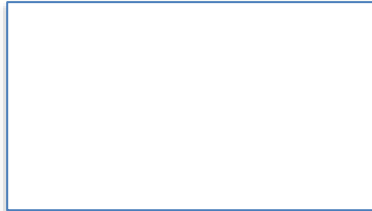
V skladu z novo uredbo o delovanju trga z zemeljskim plinom se zemeljski plin po novem obračunava v energijski enoti in ne več v volumenski kot dotlej, kar bo uporabniku omogočilo lažje primerjanje stroškov z drugimi energenti. Da bi bil prehod na novo enoto za vas razumljivši, bo na računu poleg nove energijske enote kWh navedena tudi količina v volumenski enoti. Preračun iz volumenske enote v energijsko enoto se opravi po sledeči formuli: (količina v volumenski enoti) \* (konstanta plinostanja) \* (pretvorbena faktor masa gas in liter) \* (gornji toplotni zmogljivostni plina v kWh/litr) = količina v kWh.

### 5.3. Annex III (France)



SA au capital de 2 435 285 011 €  
RCS Nanterre 542 107 651

## VOTRE FACTURE DU 15/11/15 N°400 004 551 571



#### Vos informations Client

- ▶ Référence client :
- ▶ Compte de contrats :
- ▶ Lieu de consommation :

#### Vos contacts utiles

Service Clients

Du lundi au samedi, 8h-21h  
▶ N°Cristal 0 969 324 324  
APPEL NON SURTAXÉ

@ particuliers.engie.fr  
Retrouvez votre espace client  
24h/24 - 7j/7

✉ TSA 72111-76934 ROUEN CEDEX 09

Dépannage

Dépannage gaz 24h/24 GRDF  
N° Vert 0 800 473 333  
(Prix de l'appel selon votre opérateur)

Dépannage électricité 24h/24 ERDF  
N° Cristal 0 972 675 018  
(Appel non surtaxé)

Avec la Facture en ligne, vos factures sont disponibles 5 ans sur votre Espace Client : vous pouvez les consulter et les imprimer comme justificatif de domicile.



#### MONTANT TTC A REGLER **224,31 €**

▶ Merci de tenir compte des délais postaux (2 à 4 jours) pour l'envoi de votre règlement. Vous pouvez aussi payer simplement en flashant le code ci-dessous.

Gaz naturel		50,03 €
Electricité		82,75 €
<b>Facture TTC</b>	échéance au 30 novembre 2015	<b>132,78 €</b>
	Dont Total hors TVA	114,46 €
	Dont Total TVA	18,32 €
Rappel du solde TTC restant dû	échéance dépassée	91,53 €

Détails au verso

#### Vos consommations facturées

▶ Du 14/09 au 15/11/15, vous avez consommé 467 kWh de gaz naturel

0 0 0 4 3 m<sup>3</sup>

▶ Du 14/09 au 15/11/15, vous avez consommé 485 kWh d'électricité

0 0 0 5 8 5 kWh

Bilan de votre consommation dans les pages suivantes

#### Vos prochaines échéances

- ▶ Prochaine facture vers le 15 janvier 2016
- ▶ Prochain relevé de compteur vers le 15 janvier 2016
- ▶ Pour votre prochaine facture, votre compteur gaz et électricité sera relevé par un technicien : pour avoir la garantie d'être facturé au plus près de vos consommations réelles, le technicien du distributeur doit accéder à votre compteur au moins une fois par an.


#### Comment payer cette facture ?

- ▶ **Par TIP SEPA** : détachez le TIP SEPA en page 3 et adressez-le daté et signé à l'adresse indiquée.  
Si la mention "joindre un RIB ou un RIP" y est portée ou si vos coordonnées bancaires, postales ou d'épargne ont changé, veuillez joindre au TIP SEPA le Relevé d'Identité Bancaire, Postal ou de Caisse d'Épargne correspondant.
- ▶ **Par chèque** : en joignant le TIP SEPA en page 3 pour identifier la référence du règlement.
- ▶ **Par espèces** : en vous rendant dans un bureau de poste muni(e) de votre facture.
- ▶ **Par carte bancaire** : depuis votre espace client sur particuliers.engie.fr en flashant le code ci-contre ou par téléphone au 32 92 (appel gratuit depuis un poste fixe)

**Pour vos prochaines factures, nous vous conseillons :**

- la Mensualisation : vous payez mensuellement une somme fixe.
- le Prélèvement automatique : il est réalisé à la date limite de paiement de votre facture.

Pour activer ces services : 0 969 324 324 (APPEL NON SURTAXÉ)      particuliers.engie.fr



## 5.4. Annex IV (Austria)



EVN Energievertrieb GmbH & Co KG | EVN Platz | 2344 Maria Enzersdorf



**Rechnungsservice Amstetten**  
 Telefon: 07472 210-2010  
 Fax: 07472 210-2030  
 E-Mail: amstetten@evn.at  
 Störungstelefon: 07472 67 277

Kundennummer:  
 Vertragskonto:  
 Rechnungsnummer:  
 Rechnungsdatum:  
 Fälligkeitsdatum:



### Jahresrechnung von 26.08.2015 bis 30.08.2016

für Verbrauchsstelle: 

Sehr geehrter   
 auf dieser ersten Seite haben wir die wichtigsten Daten Ihrer Rechnung zusammengefasst. Sämtliche Details finden Sie auf den Folgeseiten.

<b>Strom</b>	<b>11.831,9 kWh</b>	Beträge in €
Energiekosten		556,09
Netzkosten		513,53
Gesetzliche Abgaben		395,74
<hr/>		
Strom exkl. USt		1.465,36
20 % USt		293,07
<b>Strom inkl. USt</b>		<b>1.758,43</b>
Bezahlte Teilbeträge (- 1.633,34 +20 % USt: - 326,66)		- 1.960,00
<b>Gutschrift</b>		<b>- 201,57</b>
<b>T Erster neuer Teilbetrag</b>		<b>751,00</b>
<b>Zu zahlender Betrag</b>		<b>549,43</b>

### T Teilbetragsübersicht

Bis zu Ihrer nächsten Jahresrechnung zahlen Sie 2 Teilbeträge. Dafür haben wir folgenden Zahlungsplan erstellt:

fällig	Beträge in €
mit dieser Rechnung	751,00
14.04.2017	751,00

Wir buchen diesen Betrag frühestens am **19.09.2016** von Ihrem Bankkonto bei



Das Team der EVN dankt für Ihr Vertrauen.

### IT Mit dieser Rechnung haben Sie 4.245 Bonuspunkte gesammelt.

Weitere Informationen über die EVN Bonuswelt erhalten Sie unter [www.evn.at](http://www.evn.at) oder unter unserem kostenlosen Servicetelefon 0800 800 100.









## Stromkennzeichnung

gemäß Stromkennzeichnungsverordnung und § 78 Abs. 1 und 2 EIWOG 2010

EVN Energievertrieb GmbH & Co KG hat im Zeitraum 01.01.2015 bis 31.12.2015 auf Basis folgender Primärenergieträger Strom an Endverbraucher geliefert. Die Bilanzierungsperiode für die Stromkennzeichnung wurde von Wirtschaftsjahr auf Kalenderjahr umgestellt. Die Ausweisung der Stromkennzeichnung erfolgt zukünftig auf Basis des Kalenderjahres.

Energieträger	Versorgermix
Wasserkraft	54,92 %
Kohle	16,65 %
Erdgas	11,65 %
Windenergie	8,28 %
Biomasse (fest, flüssig, Abfall mit biogenem Anteil)	4,73 %
Sonnenenergie	1,62 %
sonstige (thermische Abfallverwertung)	1,16 %
sonstige Ökoenergie (Bio-, Deponie- und Klärgas)	0,99 %
	100,00 %

Die Herkunftsnachweise stammen zu 100 % aus Österreich, sie wurden gemeinsam mit der elektrischen Energie erworben.

Umweltauswirkungen		
CO <sub>2</sub> -Emissionen	201,76	g/kWh
radioaktiver Abfall	0,00	mg/kWh

## Kundeninformation der EVN Energievertrieb GmbH & Co KG

gemäß § 82 (2) EIWOG 2010

**Unternehmensdaten:** EVN Energievertrieb GmbH & Co KG, EVN Platz, 2344 Maria Enzersdorf

**Vertragsdauer, Beendigung des Vertrages & Rücktrittsrechte:** Grundsätzlich wird der Vertrag auf unbestimmte Zeit abgeschlossen. Er kann schriftlich gekündigt werden, wobei für Haushaltskunden und Kleinunternehmen eine 2-wöchige, für die EVN Energievertrieb GmbH & Co KG eine 8-wöchige Kündigungsfrist gilt. Sind Bindungsfristen vertraglich vereinbart, ist die ordentliche Kündigung zum Ende des ersten Vertragsjahres möglich; danach unter Einhaltung der zuvor genannten Fristen. Es gelten die Rücktrittsrechte gemäß § 3 Konsumentenschutzgesetz und §§ 11f Fern- und Auswärtsgeschäfte-Gesetz. Die Rücktrittsfrist für Verbraucher beträgt 14 Tage nach Vertragsabschluss.

**Informationen über Preise:** Auf unserer Homepage [www.evn.at](http://www.evn.at) halten wir Informationen über Produkte und Preise für Sie bereit.

**Beschwerdefälle:** Anliegen und Fragen unserer Kunden erledigt gerne unser engagiertes Serviceteam. Unter der Nummer 0800 800 100

erreichen Sie uns montags bis freitags von 07:00 bis 19:00 Uhr. Im Streit- oder Beschwerdefall können sich Energielieferant und Kunde auch an die Energie-Control Austria, Schlichtungsstelle, Rudolfsplatz 13a, 1010 Wien wenden.

**Grundversorgung:** Gemäß § 77 EIWOG 2010 haben Haushaltskunden und Kleinunternehmen das Recht, eine Grundversorgung zu beanspruchen. Nähere Informationen sind in unseren Allgemeinen Lieferbedingungen bzw. auf unserer Homepage [www.evn.at](http://www.evn.at) zu finden.

**Verbrauchs- und Stromkosteninformation:** Kunden ohne Lastprofilzähler und ohne intelligentes Messgerät erhalten mit der Rechnung eine detaillierte, klare und verständliche Verbrauchs- und Stromkosteninformation. Darüber hinaus können diese Kunden einmal vierteljährlich ihrem Netzbetreiber Zählerstände bekanntgeben. In diesem Fall erhalten wir binnen 10 Tagen die Verbrauchsdaten vom Netzbetreiber und übermitteln Ihnen elektronisch, sofern Sie nicht ausdrücklich darauf verzichten, innerhalb von 2 Wochen eine detaillierte, klare und verständliche Verbrauchs- und Stromkosteninformation.

## Kundeninformation der Netz Niederösterreich GmbH

gemäß § 82 (1) EIWOG 2010

**Unternehmensdaten:** Die Netz Niederösterreich GmbH, EVN Platz, 2344 Maria Enzersdorf, ist Verteilernetzbetreiber in Niederösterreich.

**Leistungen & Qualität:** Wir sorgen für die technische Sicherheit, Zuverlässigkeit und Leistungsfähigkeit des Stromnetzes, ermöglichen Netznutzern einen diskriminierungsfreien Netzzugang und erbringen Messleistungen. Gemäß ÖVE/ÖNORM EN 50160 stellen wir an der Übergabestelle Elektrizität mit einer Nennspannung von 400/230 V und einer Nennfrequenz von 50 Hz bereit.

**Erstanschluss & Änderung:** Neuerrichtung und Änderung von Netzanschlüssen sind bei der Netz Niederösterreich GmbH zu beantragen. Innerhalb von 14 Tagen nach Vorliegen des vollständigen Antrages stimmen wir die weitere Vorgehensweise, insbesondere die voraussichtliche Dauer der Errichtung des Netzanschlusses, mit dem Netzkunden ab.

**Tarife & Preise:** Informationen über die geltenden Tarife und Preisblätter der Netz Niederösterreich GmbH sind auf unserer Homepage [www.netz-noe.at](http://www.netz-noe.at) veröffentlicht.

**Vertragsdauer, Beendigung des Vertrages & Rücktrittsrechte:** Der Netzzugangsvertrag wird auf unbestimmte Zeit abgeschlossen. Der Netzkunde kann ihn zum Ende eines jeden Kalendermonats schriftlich unter Einhaltung einer einmonatigen Kündigungsfrist kündigen. Das Recht beider Vertragspartner zur Vertragsauflösung aus wichtigen Gründen bleibt davon unberührt. Es gelten die Rücktrittsrechte

gemäß § 3 Konsumentenschutzgesetz und §§ 11f Fern- und Auswärtsgeschäfte-Gesetz. Die Rücktrittsfrist für Verbraucher beträgt 14 Tage nach Vertragsabschluss.

**Beschwerdefälle:** Unter der Nummer 0810 800 100 stehen wir montags bis freitags von 07:00 bis 17:00 Uhr unseren Netzkunden zur Verfügung. Im Streit- oder Beschwerdefall können sich Netzbetreiber und Netzkunde auch an die Energie-Control Austria, Schlichtungsstelle, Rudolfsplatz 13a, 1010 Wien wenden. Die Zuständigkeiten der ordentlichen Gerichte bleiben davon unberührt.

**Grundversorgung:** Haushaltskunden und Kleinunternehmen können sich gegenüber ihrem Stromlieferanten auf Grundversorgung berufen.

**Verbrauchs- und Stromkosteninformation:** Kunden ohne Lastprofilzähler und ohne intelligentes Messgerät erhalten mit der Rechnung eine detaillierte, klare und verständliche Verbrauchs- und Stromkosteninformation. Darüber hinaus können diese Kunden einmal vierteljährlich der Netz Niederösterreich GmbH Zählerstände bekanntgeben. In diesem Fall übermitteln wir binnen 10 Tagen die Verbrauchsdaten an Ihren Stromlieferanten. Ihr Stromlieferant schickt Ihnen innerhalb von 2 Wochen elektronisch eine Verbrauchs- und Stromkosteninformation, sofern Sie nicht ausdrücklich darauf verzichten.

**Selbstablesung:** Wenn Sie Ihre Zähler selbst ablesen, geben Sie uns Ihre Zählerstände telefonisch unter 0800 800 300 oder online auf [www.netz-noe.at](http://www.netz-noe.at) bekannt.

## 5.5. Annex V (European Commission)<sup>11</sup>



**ANY company** Customer Ref. number: 3445612 | About us

Welcome **Mrs. Smith**

**My Contract**  
Day & Night Fix  
2 year contract

**Expiry Date**  
15 September 2014

**Amount to pay**  
110,21€  
Period: 1st September 2013 - 1st October 2013  
Cost breakdown

**Due by**  
30th October 2013

**Energy Consumed**  
850 kWh

**Contract Info**

<b>CONTRACT PERIOD</b>	3 YEARS expires on 15-September 2014
<b>YOUR SWITCHING CODE (EAN)</b>	5414489207060649100
<b>CONTRACT NAME</b>	Day & Night Fix
<b>YOUR TARIFF</b>	Normal rate 6.26 cent / kWh plus taxes and charges applies Monday to Fri from 6 am to 10 pm Reduced rate 3.13 cent / kWh plus taxes and charges applies Monday to Fri from 10 pm to 6 am and on weekends

**Payment Problems**

**You Need Help? Contact us!**

Customer service: **00 800 22 40 40**  
Lines are open Mon-Fri 8am-8pm, Sat 8am-7pm

Emergencies: **0 800 22 45 45**  
Lines are open 24 hours a day, 7 days a week

Website: [www.anycompany.eu/billing](http://www.anycompany.eu/billing)  
E-mail: [anycompany@service.eu](mailto:anycompany@service.eu)  
Postal address: AnyCompany Ltd, 17 Any Avenue, 1350 Anytown

**Green Button** | **FAQs** | **Web Content Accessibility - Level AA Conformance logo**

**Historical data and other consumer data are exported to a file. Important for consumption data portability.**

<sup>11</sup> [http://ec.europa.eu/consumers/archive/citizen/my\\_rights/docs/12\\_10A4ebilling.pdf](http://ec.europa.eu/consumers/archive/citizen/my_rights/docs/12_10A4ebilling.pdf)



**ANY company** Customer Ref number: 3445512 | About Us

Welcome **Mrs. Smith**

**My Contract**  
Day & Night Fix  
3 year contract

**Expiry Date**  
15 September 2014

**Online Tutorial**

**Contact Us**

**My Information** | **My Consumption** | **Working Together** | **Info & Links**

**ELECTRICITY**

### Day / Night expenses

Price excluding VAT

**TOTAL €91,84 excl. VAT**

DAYtime: 470 kWh, €64,86  
NIGHTtime: 200 kWh, €26,98

### Cost breakdown

Day & Night Fix	Week Days (Mon-Fri 8am-10pm)	Nights&Weekends (Mon-Fri 10pm-8am, Sat&Sun)	Average as % of Total Unit Cost
Best unit price	6.26 €cent / kWh	3.13 €cent / kWh	37,8 %
Network charge	7.14 €cent / kWh	3.57 €cent / kWh	43,2 %
National levy	0.40 €cent / kWh	0.40 €cent / kWh	2,4 %
Total Unit Cost without VAT	13.80 €cent / kWh	7.10 €cent / kWh	-
+VAT 20%	2.76 €cent / kWh	1.42 €cent / kWh	16,6 %
<b>TOTAL UNIT COST INCL. VAT</b>	<b>16.56 €cent / kWh</b>	<b>8.52 €cent / kWh</b>	-

**Energy Sources**

- Network charge: 43.2%
- Best unit price: 37.8%
- VAT 20%: 16.6%
- National levy: 2.4%

**Rights**  
My rights as a consumer are...  
Our obligations as your energy company are...  
What to do to launch a complaint

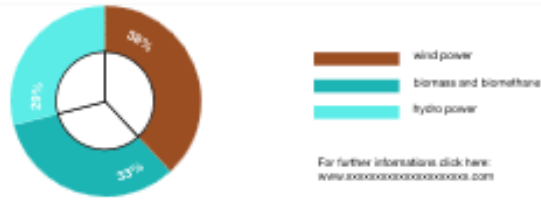
**Efficiency Tips**

**Tip #1**  
By reducing by X Celsius degrees the heating temperature, you can save Y percentage of energy on average.

**Tip #2**  
By selecting Energy label A or higher appliances, you can save X % of energy on average.

**Compare with friends**

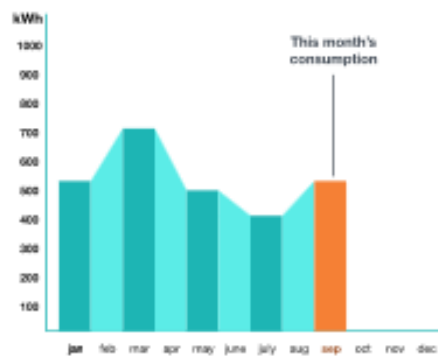
### Energy Sources



### Historical data

Your consumption in 2013

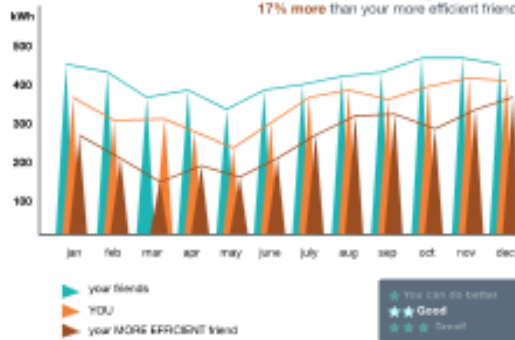
Consumption in 2012

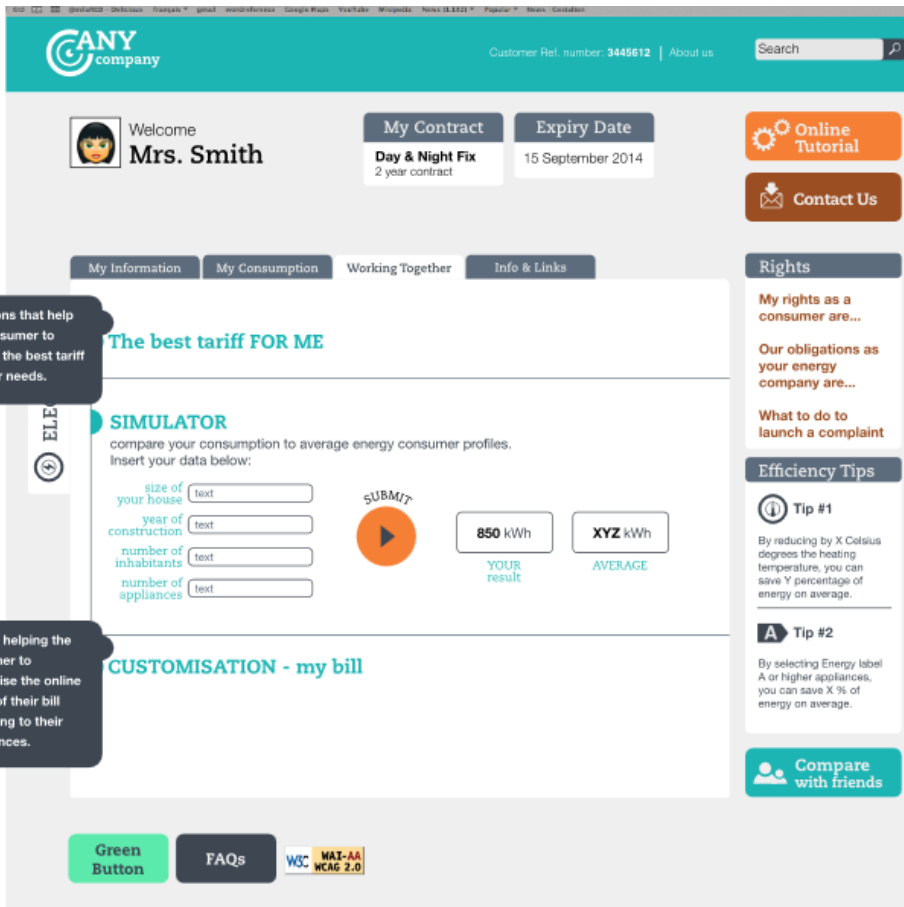


### Compare with your Friends

Search Friends

You consumed 22% less than your friend and 17% more than your more efficient friend.





**ANY company** Customer Ref. number: 3445612 | About us Search

Welcome **Mrs. Smith**

**My Contract**  
Day & Night Fix  
2 year contract

**Expiry Date**  
15 September 2014

**Online Tutorial**

**Contact Us**

My Information | My Consumption | Working Together | Info & Links

**The best tariff FOR ME**

**SIMULATOR**  
compare your consumption to average energy consumer profiles.  
Insert your data below:

size of your house

year of construction

number of inhabitants

number of appliances

**SUBMIT**

**850 kWh** YOUR result

**XYZ kWh** AVERAGE

**Rights**

My rights as a consumer are...

Our obligations as your energy company are...

What to do to launch a complaint

**Efficiency Tips**

**Tip #1**  
By reducing by X Celsius degrees the heating temperature, you can save Y percentage of energy on average.

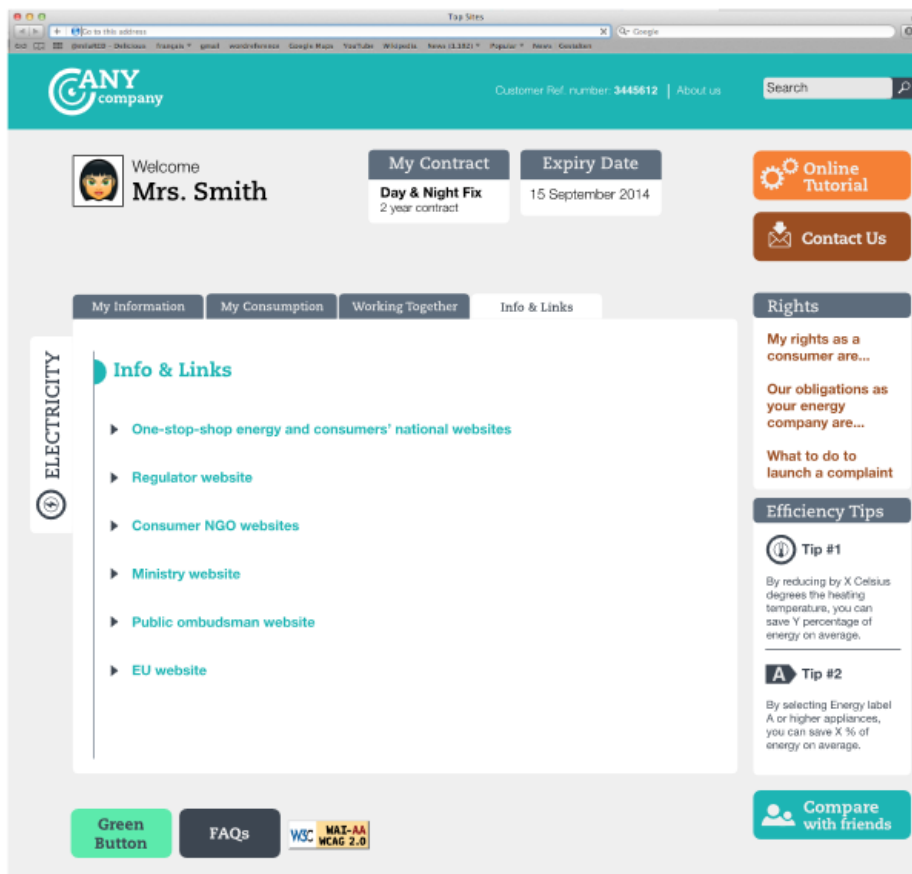
**Tip #2**  
By selecting Energy label A or higher appliances, you can save X % of energy on average.

**Compare with friends**

**Green Button** **FAQs** **W3C WAI-AA WCAG 2.0**

Questions that help the consumer to choose the best tariff for their needs.

Module helping the consumer to customise the online layout of their bill according to their preferences.



The screenshot shows a web browser displaying the ANY company website. At the top, there is a teal header with the ANY company logo, a search bar, and the customer reference number 3445612. Below the header, a user profile for Mrs. Smith is shown with a welcome message. Navigation tabs include My Information, My Consumption, Working Together, and Info & Links. The main content area features a vertical 'ELECTRICITY' sidebar and a central 'Info & Links' section with a list of external resources. On the right, there are sections for 'Rights' and 'Efficiency Tips' with specific advice. At the bottom, there are buttons for 'Green Button', 'FAQs', and 'Compare with friends', along with a WSC MAI-AA WCAG 2.0 logo.

**ANY company** Customer Ref. number: 3445612 | About us Search

Welcome **Mrs. Smith**

**My Contract**  
Day & Night Fix  
2 year contract

**Expiry Date**  
15 September 2014

**Online Tutorial**

**Contact Us**

My Information | My Consumption | Working Together | **Info & Links**

**ELECTRICITY**

**Info & Links**

- ▶ One-stop-shop energy and consumers' national websites
- ▶ Regulator website
- ▶ Consumer NGO websites
- ▶ Ministry website
- ▶ Public ombudsman website
- ▶ EU website

**Rights**

My rights as a consumer are...

Our obligations as your energy company are...

What to do to launch a complaint

**Efficiency Tips**

**Tip #1**  
By reducing by X Celsius degrees the heating temperature, you can save Y percentage of energy on average.

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By selecting Energy label A or higher appliances, you can save X % of energy on average.

**Green Button** **FAQs** **WSC MAI-AA WCAG 2.0** **Compare with friends**



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