



WFER IX

When Balance Is Achieved



IX WORLD FORUM
ON
ENERGY REGULATION
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Ensuring inclusiveness in a rapidly changing energy sector

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A digital, decentralised, decarbonised and integrated energy system

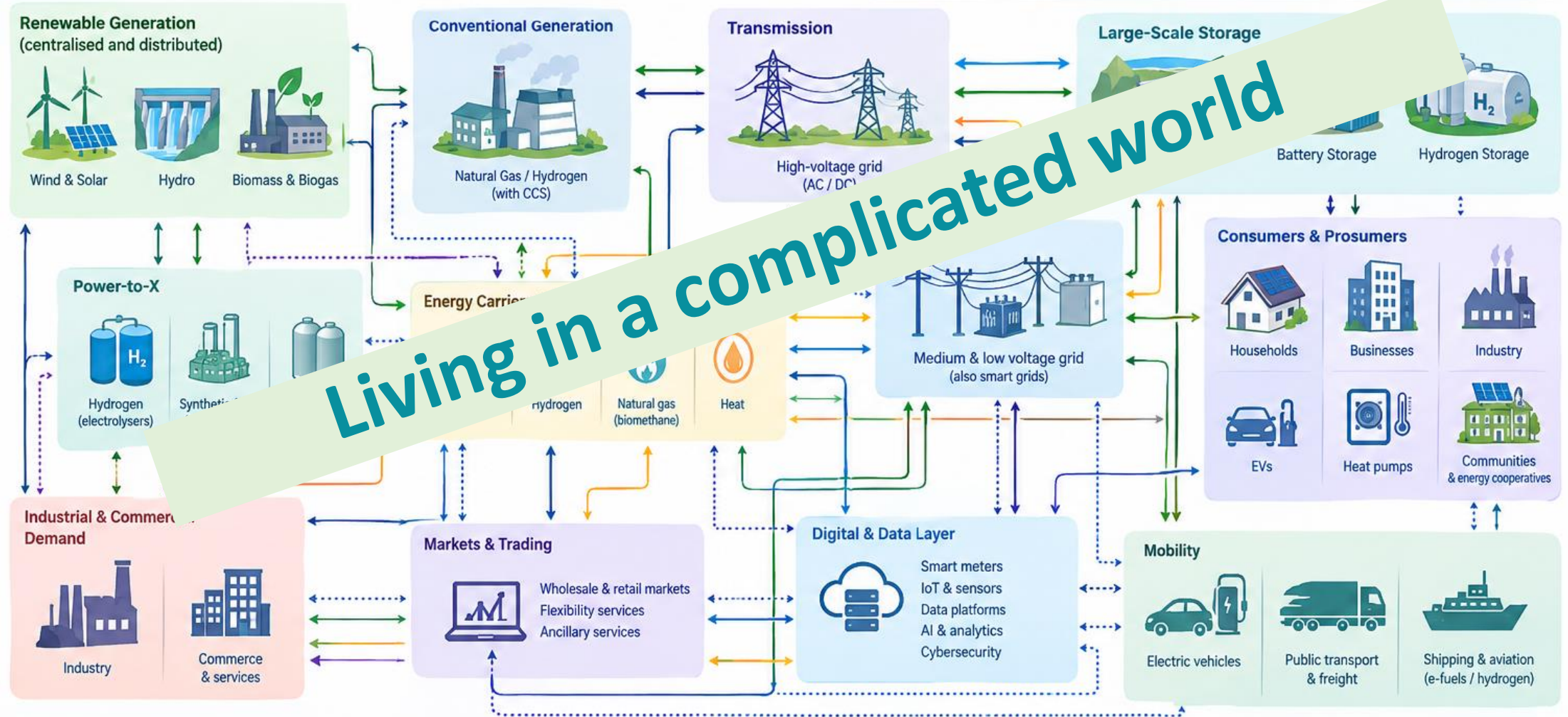
Multiple actors, technologies and value chains.
One interconnected system.

Decarbonisation
Clean energy,
lower emissions

Digitalisation
Data, smart solutions,
new services

Decentralisation
Distributed resources,
local value

Integration
Across energy carriers,
sectors and markets



Key flows and relationships

→ Electricity flow
→ Hydrogen / synthetic fuels flow
→ Natural gas / biomethane flow
→ Heat flow
... Information / data flow

Main actors



Regulators
& policymakers



Utilities &
TSOs/DSOs



Market
operators

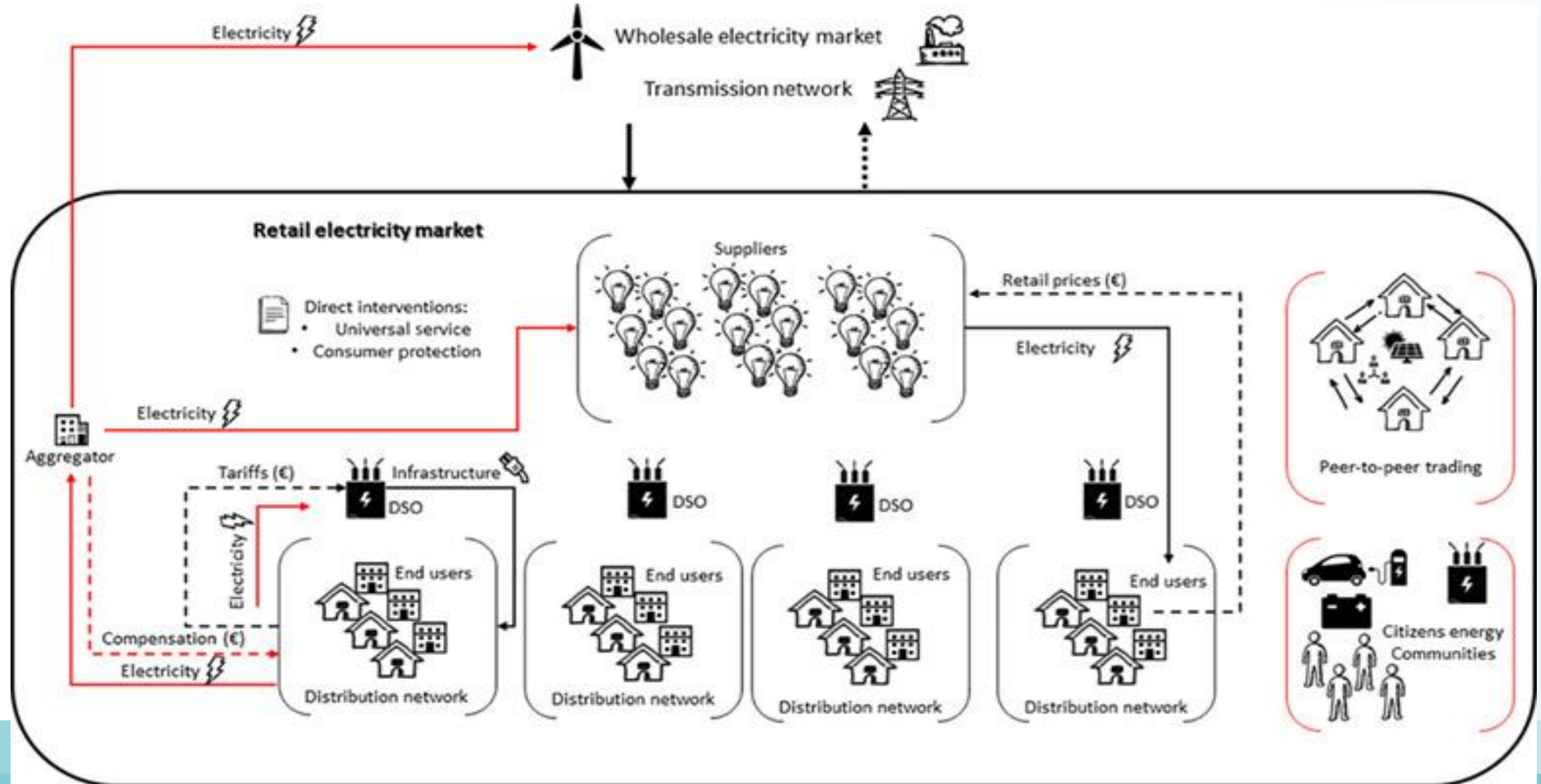


Technology providers
& aggregators

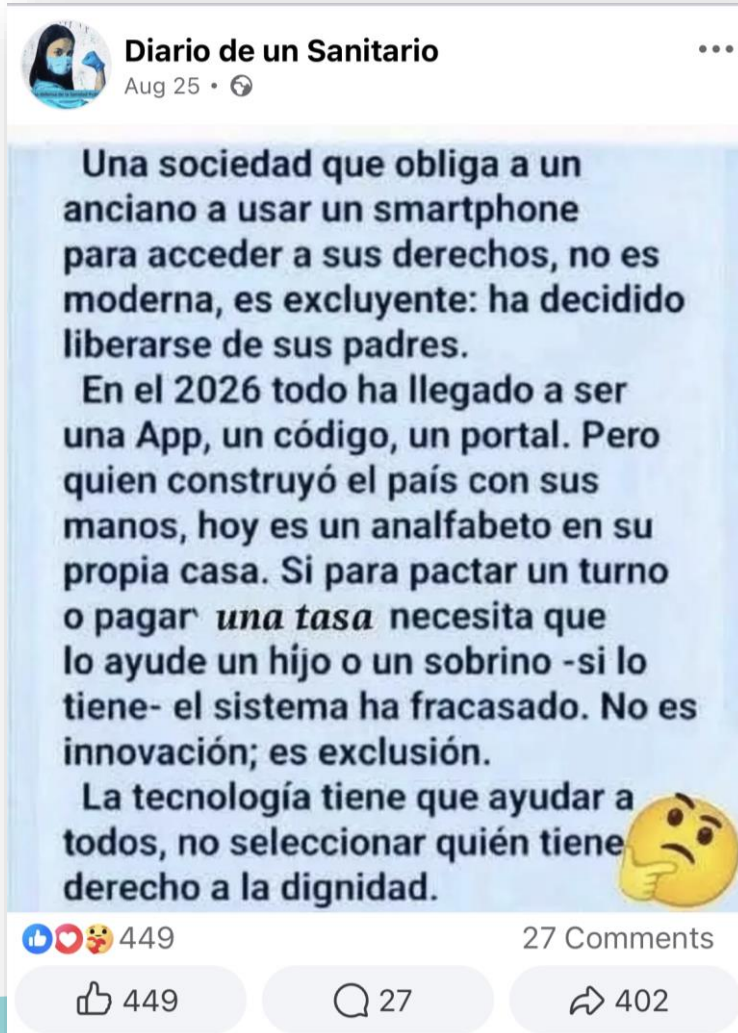


Consumers
& communities

EU retail market structure



Living in a complicated, digital, world



*A society which obliges an elderly person to use a smart phone to access their rights, is not modern, it's **exclusionary**: it has decided to free itself of its parents.*

*In 2026, everything has become an **app**, a **QR code**, a **portal**. But those who built the country with their hands, are now **illiterate** in their own home. If to make an appointment or pay a tax you need to ask your son or nephew for help – if you've got one – the system has failed. **That is not innovation; it's exclusion.***

Technology should help everyone, not choose who has a right to dignity.

Consumer protection principles



Fundamental safeguards



Core consumer rights framework

- Basic consumer **rights** and transparent tariffs
- Minimum **standards** for metering and billing
- **Vulnerable** consumer protection
- Simple **complaint** and redress mechanisms
- Consumer access to consumption **data**
- **Cybersecurity** and data protection requirements
- **Tech neutrality** of consumer rights

Access to information

- **Transparency** requirements – clarity, accuracy, simplicity
- Ensure **non-digital options** are available
- Require **clear, concise** and **comparable** bills
- Establish **single points of contact** for consumer support
- Harmonise the **language**
- Ensure consumer **access to and control** of their consumption data

Targeted protection for vulnerable and energy-poor

- Leverage “digitalisation” to work for **inclusiveness**
- Cooperate with **social welfare systems**
- Embed **policies against digital vulnerability** in energy sector
- **Multiplier solutions** – e.g. energy sharing with social housing
- **Energy justice** policies – to support vulnerable, e.g. disconnection protection, targeted advice

Consumer education and outreach

- Help consumers **understand the market**
- Energy **literacy campaigns** for different consumer groups and in a variety of formats
- Multiple **communication and advice channels** – local govts, social and welfare institutions, consumer protection authorities, regulators, suppliers, etc.
- **Comparison tools**

Key takeaways



- Digitalisation must **reduce information asymmetry**, not reproduce it in digital form
- Regulators should **guarantee a minimum level** of information, transparency, data protection, accessibility and redress for every consumer, irrespective of their digital skills or access to technology
- Digitalisation should become a **means of empowerment** rather than a new barrier to access.....

Technology should help everyone, not choose who has a right to dignity.



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THANK YOU!