

Comparative study about **electrical supply** in ten European countries



Albania
Cyprus
Estonia
France
Greece
Hungary
Italy
Portugal
Serbia
Spain



Consumidores en Acción

The present study was carried out by



Consumidores en Acción

With the collaboration of



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Introduction

FACUA-Consumers in Action has put together a comparative study about electricity supply in ten European countries with the aim of getting to know in the greatest level of detail possible how the provision of this basic service for consumers works in other European countries.

Other aims achieved with this study have been the promotion of relationships and unity of action among consumer organisations of the continent, which is why the organisation has counted on the collaboration of other members of the organisation Codaction-Consumers' Democracy in Action, in which FACUA is a member, as well as on other associations.

Besides FACUA, the associations that participated in the study are Shoqata e Mbrojtjes se Konsumatorit Shqiptar (Albania), AFOC-Association Force Ouvrière Consommateurs (France), Movimento Difesa del Cittadino (Italy) and Centra Potrošača Srbije-CEPS (Serbia), with whom FACUA has collaboration agreements; and the Cyprus Consumers' Association (Cyprus), TARTU Tarbijanoustamis-ja Infokeskus (Estonia), EPKAS Consumers' Protection Union of Serres (Greece), Fogyasztói és Betegjogi Érderkvédelmi Szövetség (Hungary), those four being members of Codaction; and Associação Portuguesa de Direito do Consumo (Portugal).

This way the situation of electricity supply could be analysed in ten European countries, out of which eight are European Union members (Cyprus, Estonia, France, Greece, Hungary, Italy and Portugal and Spain) and the other two, Albania and Serbia, are potential candidates for EU accession. Other than these two and Hungary, the rest form part of the euro-zone.

Thanks to this first initiative of joint collaboration proposed by FACUA, on the following pages you can find the results obtained in this study which tries to throw light on a sector that is as important as it is unknown to many European consumers.

Method and aims

The aim of the present study is to get to know in the greatest detail possible how the provision of a basic service like electricity supply is delivered to consumers in their homes.

For this purpose FACUA sent a questionnaire with the following twelve questions in English to participating consumer organizations:

1. Is there any kind of tariff regulated or subsidized by the government? (please attach documentation about the legislation)
2. In case there was such a tariff, what are the regulatory criteria?
3. What are the eligibility criteria for this tariff?
4. What is the price of the kWh and the kW in the regulated tariff?
5. Is there any additional expenditure in the regulated tariff? If yes, at what amount?
6. What are the options to obtain a meter?
7. What is the price of the purchase or rent of this necessary equipment?
8. Does the regulation expect the customer service number of the companies to be free of charge?
9. If not, what would be the cost?
10. What additional taxes does the electrical supply include?
11. Does the legislation foresee compensations to users for power cuts or penalties on the companies?
12. Price comparison of the main companies (free market): prices, available powers...

With the information provided –the validity and rigour of which is the responsibility of each respective participant association– FACUA has collected the necessary data to get to know and analyse the following aspects:

- Countries where they apply a type of tariff regulated on the state level, and the criteria and conditions to which it is subject.
- Comparison of the price of regulated tariffs and the offer that exists in the liberalised market of electricity.
- Taxes and additional concepts of obligatory payment for consumers.
- Payment system for the provision of the electricity meter.
- Predicted compensations for users in case of blackouts.
- Regulation of the customer service telephone lines of companies.

The results and conclusions obtained in the present study have been sent to the participating organizations in Spanish and English for dissemination on their respective websites and in their own publications, as well as to different actors connected to the analysed sector on the European level.

Analysis by country

Albania (Shoqata e Mbrojtjes se Konsumatorit Shqiptar)

1. Is there any kind of tariff regulated or subsidized by the government? (please attach documentation about the legislation)

In Albania there are good laws and regulatory standards. Article 26 of Law 9072 of 22 May 2003 for the Electricity Sector talks about the setting of tariffs. In terms of power supply tariff they are approved by ERE (the electricity regulator). Council of Ministers' Decisions occasionally arise in favour of the customer in accordance with the law. The legislation provides for compensation for certain categories of individuals or families. These rights are promoted by the government to help customers in need and with minimal income.

2. In case there was such a tariff, what are the regulatory criteria?

These fees are approved by ERE, which, as an independent body, reviews them annually in conjunction with manufacturing companies. ERE consults civil society, but is the only body that has the power to change the tariff. In order to protect consumers ERE also examines current affairs and general conditions before deciding on the fees.

3. What are the eligibility criteria for this tariff?

The Law 9902 of 17 April 2008 on Protection of Consumers states in Section 4 for the rights of consumers Article 5.d) the categories of consumers at risk; Article 40 and 41 talk about invoicing and obligations for traders. Categories benefiting before increases of electricity prices are as follows:

- Families who receive social aid.
- Families with a member(s) with disabilities.
- Heads of households receiving public disability pension without family members employed in the public sector or self-employed in the private sector.
- Heads of households receiving old age pension and living alone or having dependent children who have no income.

4. What is the price of the kWh and the kW in the regulated tariff?

Applicable fees are divided into groups. They are divided into two categories:

- A) Business Fee: 12.20 ALL¹ (€ 0.0867544) average price/kWh.
- B) Families divided into groups according to the amount of electricity consumption in Albania (when it is known that there are more than 75% of consumers who spend 300 kWh of electricity per month). Based on the table published by the distribution company CEZ Albania these are the fees, service charges and retail electricity price for 2012-2014.

¹ Conversion of Albanian Leks (ALL) to Euros according to the rate in effect on 27 January 2014.

Family clients:

- | | |
|--|--------------------------|
| a. The first block up to 300 kWh per month: | 7.70 ALL (€ 0.0547760). |
| b. The second block of 300 kWh per month: | 13.50 ALL (€ 0.0960192). |
| c. Fixed fee service supply to read “zero”
per month: | 200 ALL (€ 1.42253). |
| d. Fee for energy consumption electric
joint facilities (ladder, pump,
elevators, etc.) per kWh: | 8.00 ALL (€ 0.0569012). |

Each year, private companies such as generators, transmitters and distributors (KESH, OST, CEZ) claim to increase fees, but what sets the price increase is the Electricity Regulator ERE, an independent body.

5. Is there any additional expenditure in the regulated tariff? If yes, at what amount?

No additional fees above those prescribed by law. VAT is 20% of the total amount of energy consumed.

Regarding different levels of voltage transmission lines or transformers and power, VAT is the same for 400 KV, 220 KV, 150 KV and 110 KV.

6. What are the options to obtain a meter?

Electrical measuring equipments of all types are installed by the state, are state property and are provided free for all consumers.

7. What is the price of the purchase or rent of this necessary equipment?

All the needed electrical equipments of all types which are provided by the System of Transmission of Electrical Energy are state property of the Transmission System Operator (TSO).

Production of energy is owned by the state and is provided by the Albanian Electroenergetical Company (KESH).

Electricity distribution is provided by private companies. In the case of Albania the electricity distribution was provided by a private company called CEZ Group.

8. Does the regulation expect the customer service number of the companies to be free of charge?

There are free services, but also paid ones. Some of the services offered by the Customer Care Centre need to be paid to ERE.

9. If not, what would be the cost?

-

10. What additional taxes does the electrical supply include?

20% VAT, tax on TV devices, other taxes and interests.

11. Does the legislation foresee compensations to users for power cuts or penalties on the companies?

This is provided for in law, but consumers are not informed by the company about the termination of electricity, and you do not receive refunds for them. Even in those cases where damage caused by blackouts and damage on electrical meter boxes, consumers don't get any compensation.

12. Price comparison of the main companies (free market): prices, available powers...

In our country we cannot compare because the government currently has left the old monopoly. We hope that the new government will decentralize monopolies so we can compare prices in the future.

Responses offered on 25 January 2014.

Cyprus (Cyprus Consumers' Association)

1. Is there any kind of tariff regulated or subsidized by the government? (please attach documentation about the legislation)

All tariffs and charges are regulated by CERA (Cyprus Energy Regulatory Authority).

2. In case there was such a tariff, what are the regulatory criteria?

CERA issued certain regulations where, inter alia, they define the methodology to be applied by all electricity providers before they form their tariffs.

3. What are the eligibility criteria for this tariff?

All tariffs and charges are regulated by CERA in order to protect the end consumers.

4. What is the price of the kWh and the kW in the regulated tariff?

Tariffs in force for the 1st half of 2013:

- Average to Domestic consumers: 0.225 €/kWh
- Average to Industrial consumers: 0.203 €/kWh
- Average to Commercial consumers: 0.223 €/kWh

5. Is there any additional expenditure in the regulated tariff? If yes, at what amount?

- VAT tax: 18%
- RES tax: 0.005 €/kWh
- Public Service Obligation (PSO): 0.00136 €/kWh

6. What are the options to obtain a meter?

The meter belongs to the DSO (Distribution System Operator) and it is provided to all customers.

7. What is the price of the purchase or rent of this necessary equipment?

N/A.

8. Does the regulation expect the customer service number of the companies to be free of charge?

No.

9. If not, what would be the cost?

The cost depends on the company from which the call is made.

10. What additional taxes does the electrical supply include?

N/A.

11. Does the legislation foresee compensations to users for power cuts or penalties on the companies?

Yes, the legislation also gives powers to CERA to investigate each case and decide accordingly.

12. Price comparison of the main companies (free market): prices, available powers...

In Cyprus, for the moment, there is only one electricity supplier which is EAC.

Responses offered on 3 October 2013.

Spain (FACUA-Consumidores en Acción)

1. Is there any kind of tariff regulated or subsidized by the government? (please attach documentation about the legislation)

Yes. Tariff of Last Resort, called TLR (TUR in Spanish) and the TLR's discount rate.

Legislation:

- Tariffs in force regulated in the Official State Gazette (BOE in Spanish) number 185 of August 3, 2013. Resolution of August 1, 2013 of the Directorate General for Energy Policy and Mines, whereby the tariffs of last resort are revised.
- Royal Decree 485/2009 of April 3, regulating the introduction of last resort supply in the electrical energy sector.
- Order ITC/1659/2009 of June 22, laying down the mechanism for customer transfer from the market to last resort electrical energy supply, and the procedure for calculating and structuring the last resort electrical energy tariffs.

2. In case there was such a tariff, what are the regulatory criteria?

The Tariff of Last Resort (TLR), whose quantity is revised every trimester, is the result of the tolls' amount (that pay the regulated costs of the sector and that are fixed directly by the Government) and of the energy price (determined by the auction in which the suppliers participate).

3. What are the eligibility criteria for this tariff?

The Tariff of Last Resort (TLR) is the electricity tariff fixed by the Government. In order to be eligible for the TLR, the consumer needs to have contracted a power lower than or equal to 10 kW, which most households are equipped with. As it is a single price tariff, the conditions are the same for all consumers, regardless of the supply company with which they have contracted the electricity.

There is also a discount rate (Bono Social), a tariff for natural persons with a discount fixed by the Government on the TLR that claims to protect households of limited financial resources. It is automatically applied to all those regular households with a contracted power of less than 3 kW. In addition, it can be requested by those with a contracted power of less than 10 kW, provided that they fulfil certain requirements.

4. What is the price of the kWh and the kW in the regulated tariff?

Tariffs in force since August 1, 2013:

- Price of the contracted power (TPU in Spanish): 35.649473 €/kW- year
- Price of the consumed energy (TEU in Spanish): Without differentiation on hourly intervals 0.124985 €/kWh (which is taken as a reference)

There is also the tariff differentiated on two periods and on periods of lowest consumption.

5. Is there any additional expenditure in the regulated tariff? If yes, at what amount?

- Indirect taxation: 27.19% (VAT and taxes on electricity).
- Meter rent: its price is € 0.81 per month for single-phase meters and remotely managed meters of differentiation on hourly intervals and € 1.15 per month for three-phase meters.

6. What are the options to obtain a meter?

The meter can be of rent or purchase. In the latter case, the meter must be approved and can be acquired from the distributor.

7. What is the price of the purchase or rent of this necessary equipment?

Renting a meter, which is the most common way in Spain, has a cost of € 0.81 per month for single-phase meters and remotely managed meters of differentiation on hourly intervals and a cost of € 1.15 per month for three-phase meters (official tariff).

8. Does the regulation expect the customer service number of the companies to be free of charge?

No, with the exception of the autonomous community of Catalonia.

9. If not, what would be the cost?

The lines 902 are known by the name of *numbers of special charge* and their cost is similar to the one of an interprovincial call. The cost will depend on the company from where the call is made. Flat-rate tariffs normally do not include these numbers.

10. What additional taxes does the electrical supply include?

Indirect taxation (27.19% corresponding to the VAT that is 21% and to the taxes on electricity that is the remaining percentage). In the case of the Canary Islands, the IGIC (indirect Canary Islands tax) applies.

11. Does the legislation foresee compensations to users for power cuts or penalties on the companies?

Yes. The electricity company compulsorily has to provide its services within a certain quality. If this legally regulated quality is not fulfilled, the electricity company must compensate during the first three months of the year the consumers to whom this lack of quality in the providing of services has been harmful.

The minimum level of quality established according to the current regulations will take into account both the number of power cuts and the total amount of time per year during which no supply was provided:

- Urban area: 6 hours, 12 interruptions.
- Semi-urban area: 10 hours, 15 interruptions.
- Concentrated rural area: 15 hours, 18 interruptions.
- Scattered rural area: 20 hours, 24 interruptions.

12. Price comparison of the main companies (free market): prices, available powers...

- E.On
HOME PLAN
Power 2.0A for supplies with power less than or equal to 10 kW.
 - Price of power: 28.5196 €/kW- year (2.37663333 €/month)
 - Price of consumed energy: 0.135195 €/kWh
 These tariffs are subject to the contracting of the support service that costs € 2.10 per month.

- IBERDROLA
 - BASIC PLAN
The insurance *Iberdrola Home Assistance* (Asistencia Hogar Iberdrola) free of charge during the first month.
For power supplies less than or equal to 10 kW.
Price of power: 21.893189 €/kW- year (1.824432416 €/month)
Price of consumed energy: 0.140728 €/kWh
The price of the contracted power and the active energy will remain the same during the first year.
 - HOME PLAN
By contracting the plan for households you benefit from a 10% discount on the fixed charges that is on the contracted power, until July 31, 2015. The insurance *Iberdrola Home Assistance* is free of charge during the first month.
 - Price of power: 23.728098 €/kW- year (1.9773415 €/month)
 - Price of consumed energy: 0.167213 €/kWh
 -

- ENDESA
15% discount on the electrical power during 12 months for contracting the light and the electrical assistance service.
50% discount on the electrical assistance service fee; and 5% on the electrical power when activating the electronic invoice service.
 - Tariff 2.0A (power of less than or equal to 10 kW)
 - Price of power: 1.824432 €/kW- month
 - Price of consumed energy: 0.140728 €/kWh
 - Tariff 2.0DHA (power of less than or equal to 10 kW with differentiation on hourly intervals)
 - Price of power: 1.824432 €/kW- month
 - Price of consumed energy:
 - Period of high consumption 0.172148 €/kWh
 - Period of low consumption 0.059420 €/kWh

Responses offered on 2 September 2013.

Estonia (TARTU Tarbijanoustamis-ja Infokeskus)

1. Is there any kind of tariff regulated or subsidized by the Government? (please attach documentation about the legislation)

No.

2. In case there was such a tariff, what are the regulatory criteria?

-

3. What are the eligibility criteria for this tariff?

-

4. What is the price of the kWh and the kW in the regulated tariff?

-

5. Is there any additional expenditure in the regulated tariff? If yes, at what amount?

-

6. What are the options to obtain a meter?

We don't pay any price separately for the electricity meter.

7. What is the price of the purchase or rent of this necessary equipment?

-

8. Does the regulation expect the customer service number of the companies to be free of charge?

Yes.

9. If not, what would be the cost?

-

10. What additional taxes does the electrical supply include?

VAT: 20%.

11. Does the legislation foresee compensations to users for power cuts or penalties on the companies?

Yes, the consumer gets discount on the network payment if breakdown duration is longer than 48 hours.

12. Price comparison of the main companies (free market): prices, available powers...

We have opened the electricity market in Estonia in January 2013.

There are 7 electricity suppliers (Eesti Energia, 220 Energia, Elektrum Eesti, Eesti Gaas, VKG Elektrivõrgud, Imatra Elekter, elekter.ee) on the electricity market. Each of them offers to the consumers various electricity packages depending on:

- 1) Energy produce style: usual, combined or green;
- 2) Fixed, changing (stock-market price) or combined price type;
- 3) One or two(day and night) tariff meter;
- 4) Contract less than 1 year or contract more than 1 year.

So we have about 75 different electricity packages. Some of the lowest prices in Estonia:

- 220energia: usual, changing price, one tariff, open- ended (2 months payment in advance) – 0.0415 €/kWh.
- 220energia: usual, changing price, one tariff, open- ended (1 months payment in advance) – 0.0416 €/kWh.
- 220energia: usual, changing price, one tariff, open- ended – 0.0418 €/kWh.
- Elekter.ee: usual, changing price, one tariff, open- ended – 0.0419 €/kWh.
- Eesti Energias: usual, changing price, one tariff, open- ended – 0.0424 €/kWh.
- Eesti Gas: usual, changing price, one tariff, open- ended – 0.0426 €/kWh.
- Eesti Energias: usual, combined price, one tariff, 12 months – 0.0458 €/kWh.
- 220energia: usual, fixed price, one tariff, 12 months – 0.0488 €/kWh.
- Eesti Energias: usual, fixed price, one tariff, 12 months – 0.0492 €/kWh.
- Eesti Energias: usual, fixed price, one tariff, 36 months – 0.0511 €/kWh.

Responses offered on 16 September 2013.

France (AFOC-Association Force Soufriere Consummators)

1. Is there any kind of tariff regulated or subsidized by the government? (Please attach documentation about the legislation)

Yes, there is a regulated electricity selling tariff in France. Please find enclosed the last [Decree of 26 July 2013 on the regulated electricity selling tariff](#).

2. In case there was such a tariff, what are the regulatory criteria?

See answer 3.

3. What are the requirements of eligibility for this tariff?

(Answer to question 2 and 3) In principle everyone can benefit from or have access to this tariff. There are no power criteria to meet its requirements.

The right to use the regulated electricity selling tariff is fixed by the articles L.337-7 and following of the Energy Code ([articles L 337-7 et suivants du code de l'énergie](#)) and depends on the conditions of your housing or your business premises. Indeed, depending on whether this place was already provided with electricity or not and, if yes, depending on the kind of contract and the date it was signed, even by the previous occupant, your possibilities vary. There is also a social tariff subject to set conditions.

The law NOME of 7 December 2010 foresees that the yellow and green tariff for professionals will be removed from the 1 January 2016.

4. What is the price of the kWh and the kW in the regulated tariff?

If the meter records consumption in relation to two time slots, in *peak hours* and *off-peak hours*, it benefits from a so called *peak hours / off-peak hours* rate option with a different energy price in the two time slots.

Tariff Decree of 26 July 2013 for a maximum power of 36 kVA: peak hours 0.061 €/kWh and off-peak hours 0.0998 €/kWh².

5. Is there any additional expenditure in the regulated tariff? If yes, at what amount?

No.

6. What are the options to obtain a meter?

See answer 7.

² Excluding taxes.

7. What is the price of the purchase or rent of this necessary equipment?

(Answer to questions 6 and 7) There are no options to obtain a meter. The meter is provided by the distributor. The meters belong to and are managed by the distributors and not by the suppliers. Regarding future smart meters (Linky), there is at the moment a decision to roll out 35 million of these meters by 2020, in replacement of the old meters.

8. Does the regulation expect the customer service number of the companies to be free of charge?

No.

9. If not, what would be the cost?

The answer differs according to the suppliers (see website: energie-info.fr).

10. What additional taxes does the electrical supply include?

- The Taxes on the Final Electricity Consumption (under the French acronym TCFE): They are defined by every municipality and department and depend on the power of the consumer's meter. These taxes apply to 80% of the overall sum (excluding taxes) of the subscription to the service and its consumption with an average of 4% for the departmental taxes and 8% for the municipal taxes (for a maximum of 0.0090 €/kWh). The sum of these two taxes is transferred to the municipality and the department on which you depend. They are intended to ensure the maintenance and improvement of the local electricity distribution networks.
- The Contribution to the Public Electricity Service (under the French acronym CSPE): Established by the [Law 2003-8 of 3 January 2003](#) this contribution aims: to offset the Public electricity service charges borne by the historic suppliers, EDF (*Electricité de France*), *Electricité de Mayotte* (EDM) and the local distribution companies; to finance the budget of the National Energy Mediator ([article L.121-13 of the Energy Code](#)).

The Public electricity service charges cover:

- The additional costs resulting from the support policies for the cogeneration and renewable energies ([articles L.311-10, L.314-1 and L.121-27 of the Energy Code](#)) and the additional costs resulting from the contracts "*variable appeal*" (art 48 of the law 2002-108 of 10 February 2000).
- The additional production costs in the areas not interconnected to the electric metropolitan continental network, due to the national rate equalization (Corsica, overseas departments, Mayotte, Saint-Pierre and Miquelon and the Brittany Islands of Molène, Ouessant and Sein). The tariffs in these areas are the same as in the continental metropolis, even if the means of production are more expensive there ([article L.121-7 of the Energy Code](#)).

- The losses of revenues and the costs that the suppliers bear due to the implementation of the special pricing ‘staple product’ ([Decree 2004-325 of 8 April 2004](#)) and to their participation in the arrangements established in favour of the persons in precarious situations ([Decree of 25 November 2005](#)).
 - The management costs of the *Caisse des dépôts et consignations* (CDC) ([Article L.121-13 of the Energy Code](#)).
- The tariff contribution to the transmission of electricity (under the French acronym CTA): This contribution is fixed by a ministerial decree. It is a percentage of the electricity transmission price. It is independent of the supplier, but depends on the client’s category. This contribution allows the funding of the specific rights pertaining to the employee retirement insurance for those within the electrical and gas industries, principally EDF (*Electricité de France*) and GDF SUEZ (*Gaz de France Suez*).
- The Value Added Tax (under the French acronym TVA): The VAT applies to all the elements composing the invoice, that is the regulated electricity selling price (excluding Taxes), the Contribution to the transmission of electricity (CTA), the Contribution to the Public Electricity Service (CSPE) and the Taxes on the Final Electricity Consumption (TCFE). The rate applicable to each element differs according to the contracted power:
 - If the contracted power is of less than or equal to 36 kVA, a discount rate of 5,5% applies to the subscription to the tariff (excluding taxes) as well as to the Contribution to the transmission of electricity (CTA), the normal rate of 19,6% applies to the variable part of the tariff (excluding taxes) and to the other taxes;
 - If the contracted power is higher than 36 kVA, the rate of 19.6% applies to all the elements of the invoice.

11. Does the legislation foresee compensations to users for power cuts or penalties on the companies?

Yes, and Decree 2001-365 of 26 April 2001 on the costs of using the public transmission and electricity distribution network in its article 6 provides clarifications on this compensation.

Generally speaking, the interruptions in supply for a period of over six hours result in a reduced rate. The discount is calculated in proportion to the duration of the interruption in supply, at a rate of 2% of the annual amount mentioned in the preceding paragraph per period of 6 hours. However, the sum of the discounts granted to a user during a calendar year cannot exceed this annual amount.

12. Price comparison of the main companies (free market): prices, available powers...

There is a price comparison on the website: energie-info.fr. This website is developed by the Commission for Energy Regulation and the National Energy Mediator (MNE) in collaboration with the Ministry of Energy and DGCCRF (Directorate General for Competition, Consumer Affairs and Repression of Fraud). Example: A consumer who benefits from a Base tariff option with an identical energy price during the whole day. Offer comparison of 3 suppliers providing the same power (9 kVA) and an estimated annual consumption of 3,936 kWh:

- Direct énergie: € 0.08120 (€ 0.12440, all taxes included).
- EDE: € 0.09360 (€ 0.13923, all taxes included).
- GDFSuez Dolce Vita: € 0.08480 (€ 0.12871, all taxes included).

Responses offered on 13 November 2013.

Greece (EPKAS Consumers' Protection Union of Serres)

1. Is there any kind of tariff regulated or subsidized by the government? (please attach documentation about the legislation)

Yes, according to Δ5-ΗΛ/Β/Φ29/16027/6.9.2010, Δ5-ΗΛ/Β/Φ29/6713/24.3.2011 and [Δ5-ΗΛ/Β/Φ1.20/οικ.878/17.1.13](#) Ministerial Decrees of the Ministry for Environment, Energy and Climate Change and KYA 142196/10-11-87 Joint Ministerial Decision.

2. In case there was such a tariff, what are the regulatory criteria?

Consumption, number of inhabitants and social tariff (low income, certified problematic health condition, farmers, breeders).

3. What are the eligibility requirements of this tariff?

Consumption under 1,500, 1,700 or 2,500 kWh; five or more inhabitants; and special population groups such as people with low income, patients, farmers and breeders.

4. What is the price of the kWh and the kW in the regulated tariff?

About 40% discount.

5. Is there any additional expenditure in the regulated tariff? If yes, at what amount?

No additional expenditure.

6. What are the options to obtain a meter?

Purchase from the supplier-network operator.

7. What is the price of the purchase or rent of this necessary equipment?

From € 300 depending on the power.

8. Does the regulation expect the customer service number of the companies to be free of charge?

Yes.

9. If not, what would be the cost?

-

10. What additional taxes does the electrical supply include?

13% VAT + special pollution tax 5‰ + excise tax

11. Does the legislation foresee compensations to users for power cuts or penalties on the companies?

The Charter for Obligations towards the Consumers foresees compensation rights in case of damages and blackouts (power failure).

12. Price comparison of the main companies (free market): prices, available powers...

The power provided is the same. There are competitive charges between 0.077- 0.099 €/KWh.

Responses offered on 31 October 2013.

Hungary (Fogyasztói és Betegjogi Érderkvédelmi Szövetség)

1. Is there any kind of tariff regulated or subsidized by the government? (please attach documentation about the legislation)

Yes. Act 86 of 2007 on electrical supply. Decree 4/2011 (I. 31.) of Ministry of National Development on tariffs of electrical supply.

2. In case there was such a tariff, what are the regulatory criteria?

All tariffs of electrical supply are regulated by Hungarian law.

3. What are the eligibility requirements of this tariff?

All tariffs of electrical supply are regulated by the Hungarian law, but there are preferential tariffs under 1,320 kWh/year consumption.

4. What is the price of the kWh and the kW in the regulated tariff?

It depends on the supplier company. *The highest prices for suppliers allowed by the decree (HUF/kWh) are³:*

Tariffs	EDF DÉMÁSZ Ltd.	E.ON Energy Service Ltd.	ELMŰ Plc.	ÉMÁSZ Plc.
Tariff 1 (standard)				
Citizens with a consumption lower than 1,320 kWh/year	HUF 19.09 (€ 0.064)	HUF 18.06 (€ 0.060)	HUF 18.92 (€ 0.063)	HUF 18.72 (€ 0.063)
Citizens with a consumption higher than 1,320 kWh/year	HUF 20.13 (€ 0.067)	HUF 20.35 (€ 0.068)	HUF 20.16 (€ 0.067)	HUF 19.94 (€ 0.067)
Entrepreneurs	HUF 22.28 (€ 0.075)	HUF 2.53 (€ 0.075)	HUF 22.31 (€ 0.075)	HUF 22.07 (€ 0.074)
Tariff 2 (standard)				
High consumption/peak time	HUF 25.99 (€ 0.087)	HUF 28.43 (€ 0.095)	HUF 27.42 (€ 0.092)	HUF 25.39 (€ 0.085)
Low consumption/off-peak time	HUF 15.52 (€ 0.052)	HUF 17.31 (€ 0.058)	HUF 16.69 (€ 0.056)	HUF 15.45 (€ 0.052)
Tariff 3 (for public institutions)				
High consumption/peak time	HUF 26.25 (€ 0.088)	HUF 30.82 (€ 0.103)	HUF 27.42 (€ 0.092)	HUF 25.39 (€ 0.085)
Low consumption/off-peak time	HUF 15.69 (€ 0.053)	HUF 19.58 (€ 0.066)	HUF 16.69 (€ 0.055)	HUF 15.45 (€ 0.052)

5. Is there any additional expenditure in the regulated tariff? If yes, at what amount?

Yes:

- VAT: 27%.
- Energy tax⁴: 0.295 Ft/kWh (0.001 €/kWh).
- Coal restructuring aid and other aids: 1.460 Ft/kWh (0.005 €/kWh).
- Statement fee: 13.985 Ft/kWh (0.047 €/kWh).
- Distribution standard rate: 144 Ft/month (0.482 €/month).

³ Conversion of Hungarian Forints to Euros according to the rate in effect on 13 January 2014.

⁴ Only for entrepreneurs, consumers don't have to pay this tax.

6. What are the options to obtain a meter?

The meter is the property of the supplier and free of charge for the consumer.

7. What is the price of the purchase or rent of this necessary equipment?

-

8. Does the regulation expect the customer service number of the companies to be free of charge?

No.

9. If not, what would be the cost?

-

10. What additional taxes does the electrical supply include?

See point 5.

11. Does the legislation foresee compensations to users for power cuts or penalties on the companies?

Yes. The electricity company compulsorily has to provide its services within a certain quality. If this legally regulated quality is not fulfilled, the electricity company must compensate consumers harmed by the lack of quality in the providing of services during the first three months of the year.

The minimum level of quality established according to the current regulations will take into account both the number of power cuts and the total amount of time per year during which no supply was provided.

12. Price comparison of the main companies (free market): prices, available powers...

See point 4.

Responses offered on 26 September 2013.

Italy (Movimento Difesa del Cittadino)

1. Is there any kind of tariff regulated or subsidized by the government? (please attach documentation about the legislation)

Yes, law 481 of November 14th, 1995.

2. In case there was such a tariff, what are the regulatory criteria?

The Italian Regulatory Authority for Electricity and Gas (AEEG) set basic tariffs for the regulated sectors. This includes maximum prices net of tax, and tariff adjustments based on a price-cap mechanism (defined as a “*ceiling on price variations on a multi-annual basis*”). The price-cap mechanism sets a limit on annual tariff increases corresponding to the difference between the target inflation rate and the increased productivity attainable by the service provider, along with any other factors allowed for in the tariff, such as quality improvements.

The Authority establishes and updates the energy price (PE) every three months, with a methodology that takes into account the amount spent by the Acquirente Unico spa (Single Buyer, the society in charge of electricity purchases for protected consumers).

3. What are the eligibility criteria of this tariff?

In Italy there is a free market and an *enhanced protection* market controlled by AEEG. The regulated tariff is applied automatically to all consumers who choose not to enter the “free market”. The tariff’s name is *Bioraria* (two-part tariff) diversified between domestic customers and non-domestic customers.

- F1 range: from 8 to 19 days from Monday to Friday, excluding National Holidays.
- F23 range: from 19 to 8 days from Monday to Friday, and all hours of the day on Saturdays, Sundays and Public holidays

There is also a second tariff named Electric Bonus. It’s an instrument introduced by the government and implemented by the Authority with the cooperation of municipalities, to ensure families in conditions of economic hardship and large families saving money for electricity.

The electricity bonus is also provided for cases of physical discomfort, that is, for cases where a serious illness requires the use of electro-medical equipment essential for sustaining life.

The bonus can be accessed by all domestic consumers who are nominees of a contract to supply electricity for the sole primary residence, with a power of up to 3 kW for a number of family members with the same residence up to 4 or up to 4,5 kW, for a number of family members with the same residence greater than 4, and: belonging to a family with ISEE does not exceed € 7,500; belonging to a family with more than 3 dependent children and ISEE not exceeding € 20,000 at which a seriously ill person alive who has to use electrical equipment for life support, in this case without limitation of residence or committed power.

In the case of families in conditions of economic hardship and large families, the bonus saves approximately 20% of the estimated annual expenditure (net of taxes) for a typical family. The value varies depending on the number of family members. For the year 2013 is:

- € 71 for a family of 1 or 2 people;
- € 91 for 3 or 4 people;
- € 155 for more than 4 people.

For people with serious health conditions the value of the bonus in 2013 has been modified and differentiated according to the number of life-saving medical- therapeutic use and the daily time of their use. The value of the bonus for the physical discomfort can be calculated based on the equipment used with this simulation application.

4. What is the price of the kWh and the kW in the regulated tariff?

In the third quarter of 2013, the total expenditure for electricity of a home user type family residing with consumption equal to 2,700 kWh/year and a power output of 3 kW -served in the enhanced protection is of € 514/year.

- Price of electricity *delivered* to the end customer: € 271.
- Rates of transmission, distribution and metering: € 75.
- System charges: € 100.

See [Annex n. 1](#).

5. Is there any additional expenditure in the regulated tariff? If yes, at what amount?

Yes, System charges (€ 100):

- Incentives for renewable and assimilated sources (component A3) equal to 92.73% of system charges
- Charges for the safety of nuclear power and territorial compensation (component A2 and MCT) representing approximately 2.3% of system charges
- Promotion of energy efficiency (UC7 component) equal to 2.8% of system charges
special tariff schemes for the company Ferrovie dello Stato (component A4) equal to about 2.2% of system charges.
- Compensation for smaller electricity companies (UC4 component) equal to 0.9% of system charges.
- Research support system (component A5) equal to approximately 0.5% of system charges.
- Coverage of electricity bonus (As component) to 0.2% of system charges.

6. What are the options to obtain a meter?

After the contract, the distribution company (other than the energy seller) is responsible for making the connection to the mains, provide the counter and take the readings. The compensation is paid by the consumer in bimonthly invoices.

7. What is the price of the purchase or rent of this necessary equipment?

The cost of a permanent connection (i.e. no time limit) will be equal to the sum of the contributions *share distance*, *share power* and *fixed fee*, exceptions to the types of connections classified as *special* (i.e. connections roulette, isolated houses in suburban territory, buildings that are not accessible by roads, etc.).

- A. The *share distance* depends on the distance in meters between the point of supply and the first substation transformer available and is determined as follows:
- Up to 200 meters or, regardless of the actual distance in the case of the house of residence: € 183.62.
 - Additional quota from 200 to 700 m: For every 100 meters or fraction greater than 50 m € 92.05.
 - Additional quota from 700 to 1,200 m: for every 100 meters or fraction greater than 50 m € 183.62.
 - Additional quota over 1,200 meters: for every 100 meters or fraction greater than 50 m € 367.25.
- B. The *share power* amounts to € 69.04 per kW required
- C. The *fixed fee* amounts to € 27.52.

8. Does the regulation expect the customer service number of the companies to be free of charge?

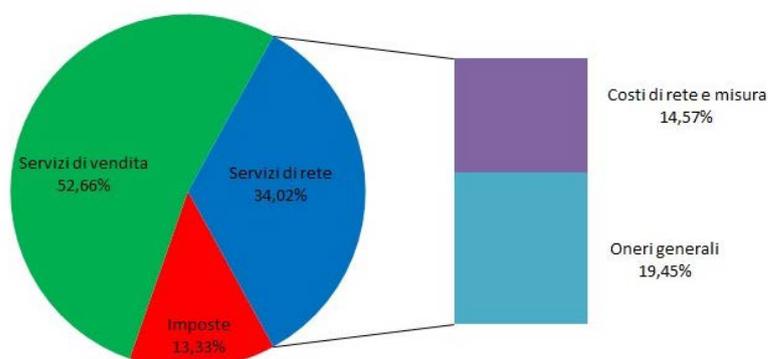
Yes.

9. If not, what would be the cost?

-

10. What additional taxes does the electrical supply include?

13.33%. Percentage composition of the cost of electricity by regular household user with more protection - IV quarter 2013:



Sales services: 52.66%
 Network services: 34.02%
 Tax: 13.33%
 Costs of network, installation of contract and consumption measurement: 14.57%
 General costs: 19.45%

11. Does the legislation foresee compensations to users for power cuts or penalties on the companies?

If the supplier suspends service due to non-payment without sending formal notification to the consumer, he/she will have to pay a € 30 fine.

In the event that the notice was sent correctly, but the seller has given the suspension without complying with the deadlines, the customer will have to pay an indemnity of € 20.

In each of these cases, however, the customer will never incur an additional fee for the suspension or reactivation of the supply.

12. Price comparison of the main companies (free market): prices, available powers...

In the free market consumer protection is only guaranteed by the contract and not by the resolutions of AEEG.

- Illumia
Amica Web Flat Bioraria
 Three-hourly Tariff
 Blocked price
 Activation cost: € 0
 Changing the meter: No
 Payment: Postal slip, RID, Transfer
 Billing: Bi-monthly
 483.04 €/year

- GDF Suez
Energia 3.0 Trioraria
 Three-hourly tariff
 Blocked price
 Activation cost: € 0
 Changing the meter: No
 Payment: RID
 Billing: Mensile
 486.47 €/year

- Sorgenia
TiVoglioWeb – Bioraria
 Two-hourly tariff
 Blocked price
 Activation cost: € 0
 Changing the meter: No
 Payment: Postal slip, RID
 Billing: Bi-monthly
 496.78 €/year

- Edison
Web Luce Bioraria
Two-hourly tariff
Blocked price
Activation cost: € 0
Changing the meter: No
Payment: RID
Billing: Bi-monthly
505.95 €/year

Responses offered on 15 November 2013.

Portugal (Associação Portuguesa de Direito do Consumo)

1. Is there any kind of tariff regulated or subsidized by the government? (please attach documentation about the legislation)

Yes, in Portugal we have a temporary tariff that fixes the price of energy that is regulated by the government every trimester and it is in the Decree-Law 75/2012, of 26 of March of 2012.

It was established to force consumers to move into the liberalized market. The consumers who remain in the universal market suffer changes at the price level every three months.

We also have an audiovisual contribution, under Decree n.º 30/2003, of August 22, which ensures the funding of public service broadcasting, and it leads electricity retailers to the assessment and collection of this tax through the invoices of electricity supply.

The rate of exploration (*Exploitation Rate*) of electrical installations was provided in the Decree-Law n. 4/93, 8 January. Raising the rate of exploitation of electrical installations must be carried out by energy traders through invoices issued.

Here in Portugal we also have a social tariff –Decree Law n.º 138-A/2010, 28 of December –for people that have limited financial resources and contracted power until 4,6 kVA. The people that are interested in benefit have to apply for it.

2. In case there was such a tariff, what are the regulatory criteria?

The tariff, whose price is revised every trimester, is the result of energy prices.

The audiovisual contribution ensures the funding of public service broadcasting.

The rate of exploration of electrical installations is related to the collection of the exploration of the electrical installations.

3. What are the eligibility criteria of this tariff?

The tariff that regulates the price is for everybody that is in the universal market.

The rate of exploration of electrical installations is for everybody and the audiovisual contribution are exempt consumers that have less than 400 kWh.

The social tariff is for people that have limited financial resources, contracted power up to 4.6 kVA and for the home.

4. What is the price of the kWh and the kW in the regulated tariff?

Price of the consumed energy without differentiation on hourly intervals is 0.1405 €/kWh.

There is also the tariff differentiated on two periods and on periods of lowest consumption.

5. Is there any additional expenditure in the regulated tariff? If yes, at what amount?

Yes, there is a 23% VAT on energy.

6. What are the options to obtain a meter?

In Portugal the supplier gives the meter. It's not permitted to rent it. But suppliers charge the contracted power which is nothing more than the rent of the meter.

7. What is the price of the purchase or rent of this necessary equipment?

-

8. Does the regulation expect the customer service number of the companies to be free of charge?

No. But some numbers are free like the number for damages and meter readings.

9. If not, what would be the cost?

The cost is a local call cost – 0.30 €/minute.

10. What additional taxes does the electrical supply include?

VAT: 23%.

11. Does the legislation foresee compensations to users for power cuts or penalties on the companies?

Yes. The electricity company has to provide its services within a certain quality. If this legally regulated quality is not fulfilled, the electricity company must compensate the consumers during the first three months of the year, to whom this lack of quality in the providing of services has been harmful.

12. Price comparison of the main companies (free market): prices, available powers...

- EDP Comercial Home
Contracted Power: 1.15 until 2.3 kVA
€/kWh: 0.1210
Contracted power: 3.45 until 6.9 kVA
€/kWh: 0.1377
Contracted power: 10.35 until 20.7 kVA
€/kWh: 0.1390

- Iberdrola Home
Contracted Power: 1.15 until 2.3 kVA
€/kWh: 0.1428
Contracted power: 3.45 until 6.9 kVA
€/Kwh: 0.1405

Contracted power: 10.35 until 20.7 kVA
€/kWh: 0.1418
- Endesa Home
Contracted power: 3.45 until 6.9 kVA
€/kWh: 0.1405
Contracted power: 10.35 until 20.7 kVA
€/kWh: 0.1418

Responses offered on 21 October 2013.

Serbia (Centar Potrošača Srbije-CEPS)

1. Is there any kind of tariff regulated or subsidized by the government? (please attach documentation about the legislation)

Yes. Legislation:

- Serbian Law on Energy, (Official State Gazette number 93/2012 and 124/2012).
- Decision on tariffs for sale of electric energy, (Official State Gazette number 24 from 12. April 2001).
- Tariff system for billing the electrical energy for tariff customer (Official State Gazette number 109/2009).

2. In case there was such a tariff, what are the regulatory criteria?

There are regulated tariffs. There are three tariffs:

- Green tariff (and the cheapest one) if you use not more 350 kW per month.
- Blue tariff if your electricity consumption is from 351-1,600 kW.
- Red tariff if consumption of energy is more than 1,600 kW.

During the night the price of electricity is four times cheaper than during the day for all consumers.

3. What are the eligibility criteria of this tariff?

- Green tariff (and the cheapest one) if you use not more 350 kW per month.
- Blue tariff if your electricity consumption is from 351-1,600 kW.
- Red tariff if consumption of energy is more than 1,600 kW.

During the night the price of electricity is four times cheaper than during the day for all consumers.

4. What is the price of the kWh and the kW in the regulated tariff?

All consumers can use electricity at the same prices.

- Green tariff / < 350 kW: day € 0.0055 and night € 0.0135.
- Blue tariff / 351-1,600 kW: day € 0.0825 and night € 0.0225.
- Red tariff / over 1,600 kW: day € 0.165 and night € 0.0405.

Price of 1 kW during the night is four times cheaper in every tariff.

5. Is there any additional expenditure in the regulated tariff? If yes, at what amount?

Tax VAT 18%.

6. What are the options to obtain a meter?

The meter can be of rent or purchase. In the latter case, the meter must be approved and can be acquired from the distributor.

7. What is the price of the purchase or rent of this necessary equipment?

To purchase a meter costs from € 70 - € 120.

8. Does the regulation expect the customer service number of the companies to be free of charge?

Yes.

9. If not, what would be the cost?

-

10. What additional taxes does the electrical supply include?

18% VAT.

11. Does the legislation foresee compensations to users for power cuts or penalties on the companies?

There is control of the quality of the service, and connection, measurement, calculation, collection, removal of technical obstacles and response to questions and requests.

Urban area: 10/0.4 kV.

Semi-urban area: 20/0.4kV

12. Price comparison of the main companies (free market): prices, available powers...

We have just one company in Serbia.

Responses offered on 22 October 2013.

Results of the analysis

From the answers received one can note a great regulatory disparity among the countries analysed in terms of electricity supply, as well as elements that share a certain similarity (see table on p. 38). And this despite the fact that for eight analysed countries that form part of the EU, the Directive 2009/72/CE of the European Parliament and Council of 13 July 2009 about common standards for the domestic market of electricity can be applied.

The main differences were produced at the point of establishing the conditions that allowed homes to qualify for the tariff regulated by the government of countries that provide it. Every country of origin of the organizations surveyed, except Estonia, has protected tariffs. No previous eligibility requirements exist for these state-regulated rates in Albania, Cyprus, France, Italy (only for the *Bioraria* tariff), Portugal and Serbia. In Albania, Cyprus and Serbia the circumstance occurs that there is only one electricity supplier.

Some countries opt for using the contracted power as criteria for accessing regulated tariffs. This is the case in Spain, where the Last Resort tariff exists for homes with less than 10 kW contracted power and social bonds for powers lower than 3 kW (or at 10 kW with certain requirements). A similar bond exists in Italy for homes with less than 3 kW of contracted power and less than four inhabitants, or 4 kW in case they have more than four residents. They can also benefit from other groups under certain requirements. A social tariff also exists in Albania, France, Greece and Portugal.

Other countries set allowances in the service of consumption. Countries that belong to this group include Albania, which sets different tariffs depending on consumptions lower or higher than 300 kWh per month; Greece, as it gives discounts for consumptions lower than 1,500, 1,700 or 2,500 kWh per year (as well as homes with more than five inhabitants and special groups); Hungary, with preferential rates for consumption under 1,320 kWh per year; or Serbia, who established three tariff segments for monthly consumption up to 350 kWh, from 351 to 1,600 kWh and for those over 1,600 kWh.

Regarding the regulated price of kWh consumed, the results can be compared in the following way, from lowest to highest amount:

1. Hungary: € 0.06475⁵
2. Albania: € 0.075398⁶
3. Spain: € 0.124985
4. Portugal: € 0.1405
5. Cyprus: € 0.225⁷

⁵ Arithmetic mean of the standard tariffs for consumptions higher and lower than 1,320 kWh/year between the different companies.

⁶ Arithmetic mean of the regulated tariffs for consumptions higher and lower than 300 kWh/month.

⁷ Average price for domestic consumers.

Estonia, who has no protected tariff, does not appear in the ranking. Greece has also been excluded, having only reported the existence of a 40% discount. Italy has also been discarded from this list, having only counted half-yearly consumption data in the study, where other distinct concepts of the kWh price are also included. The same happens to France and Serbia whose regulated tariffs with time discrimination cannot be compared with the data provided by other countries that have standard price for the kWh.

It has also been concluded that there is a great difference between countries when it comes to applying taxes and other charges on the electricity supply. Nevertheless, there are taxable concepts such as support for renewable energy, nuclear or carbon incentives that are commonly applied in many of the countries analysed.

Regarding the meter necessary for accessing housing, most countries offer it for free to the consumer (Albania, Cyprus, Estonia, France, Hungary and Portugal). In Spain and Serbia they offer the possibility of acquiring it from the electricity supplier or formalizing a rent, while in Italy this loan is compensated through the bill. In Greece the only possibility is to acquire the meter through the provider for a value higher than € 300, according to EPKAS.

In four out of the nine analysed countries there is a legal obligation for electricity companies to provide a free client support telephone line (Estonia, Greece, Italy and Serbia). In the rest there is no such obligation except in the autonomous community of Catalonia in Spain, where this requirement for companies is established by law.

The cost of calls in countries where there is no legal obligation to offer free phone lines to consumers depends on the function of the company where you make the call from (Cyprus) or on the supplier with which one makes the contact (France). In Spain the cost of calling numbers 902 is the same as a call made between provinces, while in Portugal the cost of the tariff equals that of a local call (0.30 €/m).

When it comes to similarities it is worth noting that in all the analysed countries there is a system of compensation for users in cases of power cuts by electricity companies. In Spain, Portugal and Hungary companies have to compensate consumers in the first three months of the year if there is a fault in quality of service based on the number of cuts and the total time period during which there was no service. There is a similar monitoring procedure in Serbia. The time limit for obtaining discounts ranges from six hours of interruption required in Spain and France to more than 48 hours minimum that is required by the legislation in Estonia.

Another common trait assumes the possibility of contracting rates with time discrimination as a function of peak/off-peak hours or day/night, something that is available in Spain, France, Hungary, Italy, Portugal and Serbia.

Country	Albania	Cyprus	Spain	Estonia	France	Greece	Hungary	Italy	Portugal	Serbia
Consumers' Association	Shoqata e Mbrojtjes se Konsumatorit Shqiptar	Cyprus Consumers' Association	FAOJA-Consumidores en Acción	Tartu Tarbijandustamis-ja Infokeskus	AEOC-Association Force Ouvrière Consommateurs	EPKAS-Consumers' Protection Union of Serrres	Fogyasztoi és Befejezői Érdelkvédelmi Szövetség	Movimento Difesa del Cittadino	Associação Portuguesa de Direito do Consumo	Centar Potrošaća Srbije-CEPS
Tariff regulated by the Government or subsidized	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Regulatory criteria of the subsidized tariff	Regulated by the ERE	Regulated by CERFA	Toll sum + bidding (every three months)	-	-	-	-	Limitation of prices (every three months)	Price of energy (every three months)	-
Eligibility criteria for the subsidized tariff	Regulated tariff: all Social tariff: families with social aid, disabilities, pensions or dependent children	Regulated by CERFA	Last Resort Rate: ≤10 kW / Social Bond: ≤3 kW or ≤10 kW (with requirements)	-	Everybody can benefit	≤1,500, ≤1,700 or ≤2,500 kWh / >5 rooms / special groups	Preferential rates <1,320kWh/year	Two-hourly: all Electric borne: <3 kW (<4 rooms); <4kW (>4 rooms); ISEE<=7,500 €; ISEE<=20,000 € (3 children); seriously ill (without regulation)	Regulated tariff: all Social tariff: <4.6 kVA	≤350 kWh/month (green tariff), 351-1,600 kWh (blue tariff), >1,600 kWh (red tariff) ¹
Price of kWh and kW in the regulated tariff	<300 kWh/month: € 0.0547760; >300 kWh/month: € 0.0960192	0.225 €/kWh ²	TPU: 35.649473 €/kWh and year TEU: 0.124985 €/kWh ³	-	0.061 €/kWh (peak times); 0.00998 €/kWh (off-peak times)	-40%	0.060-0.064 € (<1,320 kWh/year); 0.067-0.068 € (>1,320 kWh/year)	54.1 €/year ⁴	0.1405 €/kWh	0.055€ dia, 0.0135 € night (≤350 kWh/month); 0.0825 € day, 0.0225 € night (351-1,600 kWh); 0.165 € day, 0.0405 € night (>1,600 kWh).
Additional costs and taxes included in the regulated tariff	VAT (20%) + fixed fee "zero" (€ 1.42253 per month) + fee for electric joint facilities (0.0569012 €/kWh)	VAT (18%) + renewable rate (0.005 €/kWh + public service (0.00136 €/kWh)	Indirect Taxes ⁵ (27.19%) + rent (0.81 €/month ⁶ ; 1.15 €/month ⁷) or the buying of a meter	VAT (29%)	Departmental (4%) and municipal (8%) ⁸ taxes + public service contribution + transport contribution + VAT ⁹ (5.5-19.6%)	VAT (13%) + contamination tax (5%) + special taxes	VAT (27%) + energy tax (0.001 €/kWh) + coal aid and other aids (0.005 €/kWh) + fee (0.047 €/kWh) + distribution rate (0.482 €/month)	Taxes (13.33%) other system costs (100 €): renewables (92.73%); nuclear security (2.3%); efficiency (2.8%); State railways (2.2%); small companies (0.9%); research (0.5%); electricity (0.2%)	VAT (23%)	VAT (18%)
Meter and price options	Free	Free	Renting or buying it from the distributor	Free	Free	Buy from supplier (>300 €)	Free	Compensation in the factory	Free	Renting or buying from distributor
Legal obligations regarding a free client support telephone line	-	No	No ¹⁰	Yes	No	Yes	No	Yes	No	Yes
Cost in the case of paid client support	-	Depends on the company	902 lines (≠ interprovincial calls)	-	Depends on the supplier	-	-	-	Local call(0.30 €/m)	-
Legal compensations for power cuts	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

¹ During the night the price of electricity is four times cheaper than during the day for every consumer.

² Average price for domestic consumers.

³ Tariffs without hourly discrimination in force from 1 August until 1 November 2013.

⁴ Average price with protected tariff for the consumption of 2,700 kWh and a power of 3 kWh.

⁵ 21% VAT plus tax on electricity. In the case of the Canary Islands IGC (Canarian General Indirect Tax) is applied.

⁶ For single-phase meters with hourly discrimination and remote control.

⁷ For three-phased meters.

⁸ Average percentages applicable to the 80% of the amount up to a maximum of 0.0090 €/kWh.

⁹ If the contracted power is inferior or equal to 36 kVA, a reduced rate of 5.5% is applied on the payment of the tariff without taxes and on the payment contribution to transport (CTA), the normal rate of 19.6% on the variable part of the tariff without taxes and on other taxes.

¹⁰ Except in the autonomous community of Catalonia.

Comparison of tariffs

Seven out of the ten participating countries have provided comparative data about the existing offers in the free market of electricity supply, from which we selected the first three companies provided by each country so they can be compared.

Country	Spain	Estonia	France	Greece	Italy	Portugal
Association of consumers	FACUA-Consumidores en Acción	Tartu Tarbijanõustamiska Infokeskus	AFOC-Association Force Ouvrière Consommateurs ⁸	EPKAS-Consumers' Protection Union of Serres ⁹	Movimento Difesa del Cittadino	Associação Portuguesa de Direito do Consumo ¹⁰
Price of kWh in company A	E.On ¹¹ : € 0.135195	220energia A ¹² : € 0.0415 220energia B ¹³ : € 0.0416 220energia C ¹⁴ : € 0.0418 220energia D ¹⁵ : € 0.0488	Direct énergie: € 0.08120	€ 0.077	Illumia: 483.04 €/year	EDP (1.15-2.3 kVA): € 0.1210 EDP (3.45-6.9 kVA): € 0.1377
Price of kWh in company B	Iberdrola Plan Basic ¹⁶ : € 0.140728 Iberdrola Plan Home ¹⁷ : € 0.167213	Elekter.ee ¹⁸ : € 0.0419	EDF: € 0.09360	€ 0.099	GDF Suez: 486.47 €/year	Iberdrola (1.15-2.3 kVA): € 0.1428 Iberdrola (3.45-6.9 kVA): € 0.1405
Price of kWh in company C	Endesa without hourly discrimination: € 0.140728 Endesa with hourly discrimination: € 0.172148 (peak); € 0.059420 (off-peak) ¹⁹	Eesti Energia A ²⁰ : € 0.0424 Eesti Energia B ²¹ : € 0.0458 Eesti Energia C ²² : € 0.0488 Eesti Energia D ²³ : € 0.0511	GDF Suez Dolce Vita: € 0.08480	-	Sorgenia: 496.78 €/year	Endesa (1.15-2.3 kVA): € 0.1405 Endesa (3.45-6.9 kVA): € 0.1418

⁸ Comparison of offers from three suppliers for the same power (9 kVA) and an estimated annual consumption of 3,936 kWh.

⁹ EPKAS does not specify the name of companies whose prices correspond to the signalled rates.

¹⁰ They have been taken as a reference to the first two sections of power.

¹¹ Power: 2.37663333 €/kW per month up to a maximum 10 kW. These rates are subject to the procurement of service of assistance that costs € 2.10 per month.

¹² Habitual; variable price; one tariff; indeterminate duration; two months of prepayment.

¹³ Habitual; variable price; one tariff; indeterminate duration; one month of prepayment.

¹⁴ Habitual; variable price; one tariff; indeterminate duration.

¹⁵ Habitual; fixed price; one tariff; twelve months.

¹⁶ Power: 1.824432416 €/kW per month up to a maximum of 10 kW.

¹⁷ Power: 1.9773415 €/kW per month.

¹⁸ Habitual; variable price; one tariff; indeterminate duration.

¹⁹ Power: 1.824432 €/kW per month up to a maximum of 10 kW.

²⁰ Habitual; variable price; one tariff; indeterminate duration.

²¹ Habitual; combined price; one tariff; twelve months.

²² Habitual; fixed price; one tariff; twelve months.

²³ Habitual; fixed price; one tariff; twelve months.

The average price of kWh in the free market in each country organized from the cheapest to most expensive is as follows:

- Estonia: € 0.044117.
- France: € 0.086533.
- Greece: € 0.088.
- Portugal: € 0.137383.
- Spain: € 0.139141.

It is worth noting that in the cases of Portugal and Spain, where consumers can generally opt for the tariff regulated by the government of their country or for an offer of the free market, the average rates for the latter option are more expensive than the protected ones. In Greece, with a 40% discount, the regulated tariff is also much cheaper than in the free market. It happens the same way in Italy (a country not on the classification due to having only data on annual average consumption) where the tariff regulated by the government carries on being cheaper than the ones identified in the free market.

Estonia, a country with no protected tariffs; and Albania, Cyprus, Hungary and Serbia, whose tariffs are all regulated on the state level, do not allow comparisons between offers in the free market and regulated ones.



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