

**Seventh Intergovernmental Group of Experts on
Consumer Law and Policy
Room XIX, Palais des Nations, Geneva
3-4 July 2023**

**Roundtable:
Consumer protection and the transition to clean energy**

Presentation

Ms. Helena Leurent

Director General

Consumers International

This material has been reproduced in the language and form as it was provided. The views expressed are those of the author and do not necessarily reflect the views of UNCTAD.

EMPOWERING CONSUMERS FOR A CLEAN ENERGY TRANSITION



**CONSUMERS
INTERNATIONAL**

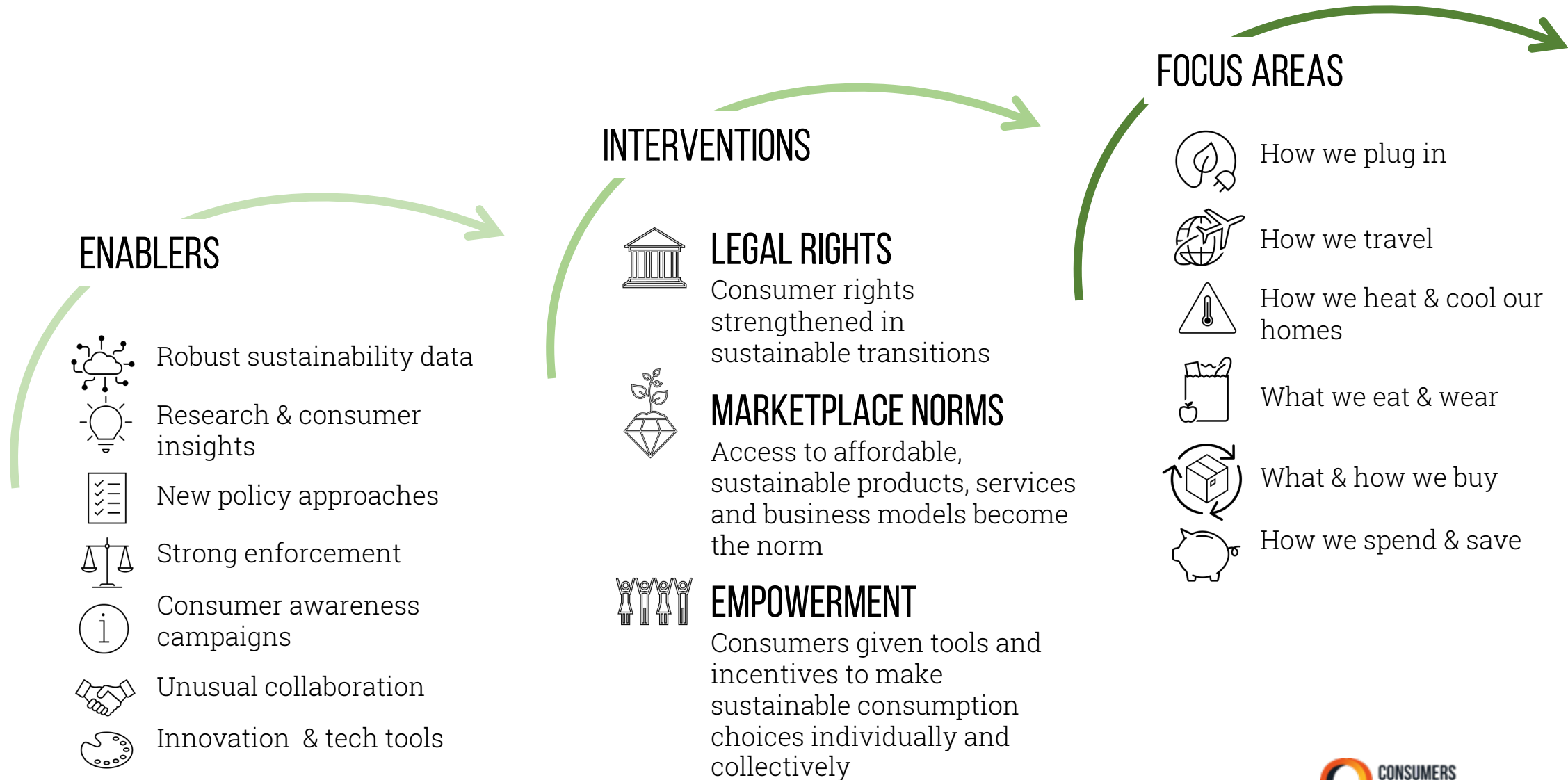


WHO WE ARE

Consumers International is **the only global membership organisation for consumer groups**. Together, we empower and champion the rights of consumers everywhere.



REACHING SUSTAINABLE CONSUMPTION FOR ALL



CONSUMER PROTECTION & EMPOWERMENT FOR A CLEAN ENERGY FUTURE

See on our website at
<https://www.consumersinternational.org/what-we-do/clean-energy-futures/>



CONSUMER CHOICE WITHIN THE ENERGY SYSTEM

Clean Energy Supply

Only 29% of all electricity generation is from renewables

- Choices pertaining to grid-supplied electricity
- Self-generation of clean energy
- Participation in energy communities

Energy System Engagement

Option can reduce emissions, save consumers money and improve resilience

- Prosumption
- Participation in smart energy solutions & demand flexibility

Buildings, Appliances, Technologies

Heating, cooling and transport account for over 75% of emissions

- Home energy performance
- Choice, purchase and use of home appliances and technologies
- Choice, purchase and use of clean mobility technologies

BUILDING TRUST & CONFIDENCE ON THE CONSUMER JOURNEY

Knowledge
&
Awareness

Consumers understand and trust opportunities for change

Availability

There are safe and affordable options in the market for consumers to choose

Implement-
ation

Consumers can invest in and implement solutions with ease and without risk

Use

Consumers are able to use new systems and technologies efficiently, safely and effectively

Maintenanc
e, repair &
redress

Consumers are protected and supported after purchase and are able to access adequate maintenance, repair and redress

CASE STUDIES

CALIFORNIA

Rewarding consumers for shifting and reducing energy consumption: OhmConnect
Delivering reduced emissions and equitable outcomes: Advanced Clean Cars II (ACCII)
Removing barriers to investment and implementation of solar PV: the Solar Access Act

CHILE

Supporting consumers throughout the consumer journey: Casa Solar

SPAIN

Inclusive business model to engage residential and commercial consumers in self-generation and self-consumption in Spain

UK

Enabling and building confidence for domestic energy flexibility: winter Demand Flexibility Service and industry-led customer assurance

SWEDEN

Replacing subsidy with tax measures in Sweden: reducing administrative barriers

ITALY

Government support for energy communities in Italy

ROMANIA

One step towards support for prosumers: legislation for presumption in Romania
Removing the barrier of access to finance for green homes in Romania

PAKISTAN

International finance and sustainable energy assets for rural communities in Pakistan

BRAZIL

Socialising support for essential energy services in Brazil

SOUTH AFRICA

Access, resilience, and affordability through microgrids and community-led renewables in South Africa

RWANDA

Developing local supply chains for efficient cooking appliances: Electrocook
Delivering reduced emissions and equitable outcomes: Advanced Clean Cars II (ACCII)

WORLD CONSUMER RIGHTS DAY, MARCH 2023

- “Consumers in the Energy Transition”
- “Clean Energy Conference” - 600 participants
- 90+ Consumers International Members joined the campaign from over 80 countries



“ Let me first congratulate Consumers International on the White Paper on consumer protection and empowerment for a clean energy future. Your recommendations are a valuable contribution and they underpin the decisive actions that the EU has taken to empower consumers and ensure our energy transition is accessible to all.

KADRI SIMSON
COMMISSIONER ON ENERGY,
EUROPEAN COMMISSION





WHERE NEXT?

Consumers International will...

- Work with countries interested to explore consumer journey in energy transitions with us
- Investigate One Stop Shops for consumers
- Raise consumer voice in global fora on energy e.g., World Energy Council, International Energy Council, COP2, World Economic Forum, and our Global Congress

We all could...

- Measure consumer experience
- Assess companies against standards for consumer protection and engagement
- Ensure clear and consistent labelling for new technologies
- Protect and empower prosumers
- Implement financing models, especially for vulnerable consumers

CONSUMERS INTERNATIONAL GLOBAL CONGRESS 2023

CONSUMERS TOGETHER - BUILDING A
RESILIENT FUTURE

6-8 December
Nairobi, Kenya

Supported by:

- Competition Authority of Kenya
- COMESA Competition Commission

Congress@consint.org



THANK YOU

