

**Launch of Report:**

**Access by consumers to essential services: Energy, water and sanitation**

**22 November 2022**

**Room XXIII, Palais des Nations, Geneva**

**Access by Consumers to essential services: energy water & sanitation**

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# Consumer needs

- **Access & inclusivity**
- **Universal service obligations**
- **Affordability**



# Consumer protection

- Right to education and information
- Right to dispute resolution and redress
- Enforcement
- Payment methods
- Interruption and termination of service
- Protection of vulnerable and disadvantaged consumers
- Business engagement

[Consumer protection needs of vulnerable and disadvantaged consumers in connection with public utilities \(TD/B/C.I/CPLP/22\)](#)



# Thank you!

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