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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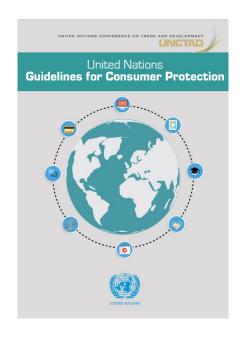
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Consumer needs

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- Access & inclusivity
- Universal service obligations
- Affordability







Consumer protection

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- 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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