

# ENERGY FOR ALL

## “Household survey impacts COVID-19 in Greece”

“Project TRECE: Training for Energy  
Consumers Empowerment”, 21-12-2021  
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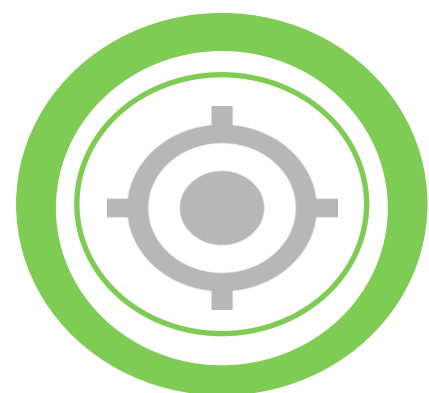


**Ε·Κ·ΤΟΙ·ΖΩ·**  
ΕΝΩΣΗ ΚΑΤΑΝΑΛΩΤΩΝ - Η ΠΟΙΟΤΗΤΑ ΤΗΣ ΖΩΗΣ

# Who are we?

EKPIZO – Consumers' Association "The Quality of Life"  
established in 1988 to protect consumer rights and  
improve their quality of life

- Non governmental, nonprofit, accredited independent association
- 5.500 members
- Personalized information and services to over 500.000 consumers
- €22,000,000 returned to members via legal out-of-court actions
- > 100 EU-national projects
- Represented in 39 committees
- Member of 7 national, European & International Federations
- Participation in BEUC Energy Group in Brussels
- Winner of the 2017-2018 "Social Innovation to Tackle Fuel Poverty" program, promoted by the Schneider Electric Foundation, under the aegis of the Foundation of France and Ashoka, and in partnership with Enel



**EKPISO seeks to achieve**

# **ENERGY FOR ALL**

- ⚡ Providing consumers with information/education, legal and technical support on energy issues &
- ⚡ assuring consumers' energy rights during Greek energy market liberalization



## Social Problem

Energy poverty in Greece



## Interventions

- Consumer awareness raising/studies/researches/campaigns
- Consumer legal and technical support
- Advocacy and Lobbying Authorities and Energy providers
- Strategic Partnerships between stakeholders

## Vision

To reduce energy poverty by trying to improve legislative and enforcement framework, assure consumers' energy rights during pandemic, provide information-education and activate consumers



# The non-negotiable core of our solution



- Really aware, well- informed  
and active energy consumers
- Not leaving anyone behind

## Survey on impact of Covid-19 quarantine on Energy sector- June/July 2020



- More than 50% between 46-60 years old
- 41.03% belongs to vulnerable social groups (unemployed, long-term unemployed, single-parent families, people with disabilities, large families, uninsured people with chronic conditions, elderly, students)
- 40.38% was financially affected by the pandemic
- According to their prioritized monthly spending, electricity ranked third after food and health/medicines
- 62,66% stated an increase in their energy consumption during the quarantine period



-45,62% took several measures to save energy (replacing bulbs, proper use of electric energy e.g. proper shading, temperature control, use of night-time tariffs and only 2,61% energy upgrades of houses/national aid “Saving at Home program”)

-22,98% was not able to be consistent in timely payment of their bills

-60,87% have made temporary repayment arrangements

-6,06% did not pay and 11,11% of them experienced electricity disconnection

-More than 50% answered that the government did not take appropriate measures regarding their energy needs, while 61,52% believe that support measures taken by energy providers were not satisfactory

## CONCLUSIONS



- Lack of trust from consumers towards Government and energy suppliers
- Energy suppliers need to adopt more flexible arrangements with consumers to avoid disconnections from the grid
- Many people are affected with significant economic damage
- Consumers' lack of information and education on energy consumption and rights
- Inability to pay electricity bills in due time
- Energy poverty and energy exclusion



## PROPOSALS



- Empowerment of consumers
- Set up schemes to help energy poor households to invest in energy efficiency measures
- Insulating people's houses and apartments can drastically reduce their energy bills. Innovative financial schemes combining public subsidies with green loans – should be promoted.
- People should be supported during their renovation projects by so-called 'one-stop-shops', which provide concrete help in finding accredited installers, navigating administrative processes, or getting the right financial support.

## PROPOSALS



-Reducing tariff complexity in electricity bills. Bills should be limited to electricity consumption only (Environmental and social levies/charges for third parties should be excluded- EKPIZO new campaign in May 2021/96.3% of the respondents answered that they want "clean electricity bills")

-Energy suppliers should not cut off power, especially to vulnerable consumers. More flexible in temporary repayment arrangements

-Also, should develop innovative products and services and be more flexible and responsive to new consumer demands

## GENERAL REMARKS



-All consumers should be in a position to make full use of the opportunities offered in the liberated market of energy and to feel that they participate and enjoy benefits from being able to access safe, clean and competitive energy

-At national level, elimination of market distortions and transition to clean energy in a balanced manner consist a complex challenge; addressing this challenge is an imperative need, not a choice. Enhancing consumer awareness and activation is the key towards that goal and the desired change, and all stakeholders involved should cooperate in order to achieve it

**THANK YOU!**

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