



# Energy counseling

## Where to get advice and information



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## What type of advice or help do I need?

- The invoice is incomprehensible. I do not know what I am paying for.
- I want to file a payment complaint.
- I want to change my energy seller, how do I do that?
- I think I am a victim of unfair market practices.
- I would like to change the tariff. How do I do that?

## WHERE CAN I GET HELP OR ADVICE?

- Most of the above questions and doubts should be answered by the electricity seller with whom we have a contract.

It is worthwhile to visit the company's website and read the information intended for individual energy users.

## **Do you have a problem with the proper implementation of the contract, would you like to amicably settle a dispute with an energy company?**

Ask the Coordinator for negotiations to the President of the ERO (URE) for help. More about this institution focused on the energy market, its competences and scope of operation are presented in a separate training module.

On the website of the Energy Regulatory Office you will find extensive informational materials intended for consumers – A guide for energy and gaseous fuels consumers. ERO also has a helpdesk for consumers.

## YOU CAN ALSO TURN TO CONSUMER-DEDICATED INSTITUTIONS AND ORGANISATIONS:

- Municipal consumer advocate - local government employee.
- Federacja Konsumentów - a public benefit organization whose primary statutory objective is to provide information and legal assistance to consumers.

# ENERGY MARKET - HOW CAN A CONSUMER ORGANIZATION (FEDERACJA KONSUMENTÓW) HELP INDIVIDUAL CONSUMERS?

With all the problems mentioned so far.

But also in matters relating to:

- rationalisation of energy use;
- advice on how to improve the energy efficiency of an apartment/house;
- how to change your habits, replace appliances with energy-efficient ones;
- find appropriate sources of co-financing, related not only to paying energy bills, but also to thermo-modernization or RES.

# WE HAVE THE TOOLS AND OUR ADVISORS ARE TRAINED IN ENERGY AND GAS MARKET ISSUES

Some of the advisors/legal advisors in branch offices of Federacja Konsumentów are certified Domestic Energy Advisors. They can carry out, together with the consumer and free of charge, a basic energy audit of an apartment - a detailed analysis not only of the bills, but also of the technical condition of the apartment, the energy consumption of the household appliances, not only for lighting.

What for?

TO SAVE ENERGY AND MONEY

Do a lot for your household, but also for the environment.

# Thank you for your attention!

[www.stepenergy.eu](http://www.stepenergy.eu)

