



EUROPEAN COMMISSION  
HEALTH AND CONSUMERS DIRECTORATE-GENERAL

Consumer Affairs  
Consumer strategy, Representation and International Relations

Brussels,  
SANCO/B6/KG/NM/In

Dear Madam, dear Sir,

**Subject: Stakeholder consultation for a study on Second Consumer Market Study on the functioning of retail electricity markets for consumers in the EU**

The Ipsos – London Economics – Deloitte consortium is undertaking a consumer market study *on the functioning of retail electricity markets for consumers in the EU* for the European Commission's Directorate General for Health and Consumers.

The objective of the study is to analyse the consumer situation in the electricity market, with a focus on the outcomes of competition in the EU 28 plus Iceland and Norway. Specifically, the study will address:

- the impact on consumers of recent legislation,
- consumers' abilities to find, understand and select better offers on the basis of market information provided to them,
- a number of novel initiatives by consumers and/or consumer associations.

The present study will draw comparisons from the findings of the 2009-10 study for measuring progress.

In the course of this study, the consortium will collect evidence and stakeholders' views. Your organisation has been identified as one of the key stakeholders whose voice we would like to hear in the context of the study. Hence, your feedback would be crucial in ensuring that all perspectives are taken into account in order to obtain a comprehensive assessment of consumer conditions and how to improve them. I would be grateful if you could provide assistance to the consultants by responding to their questionnaires, requests for data or participating in interviews they may organise in the framework of this study.

The representative of the Ipsos – London Economics – Deloitte consortium responsible for the stakeholder consultation, Dermot Doyle ([dermdoyle@deloitte.lu](mailto:dermdoyle@deloitte.lu)) or my colleague Kyriakos Gialoglou ([Kyriakos.GIALOGLOU@ec.europa.eu](mailto:Kyriakos.GIALOGLOU@ec.europa.eu)) will gladly help you with any further questions.

Yours sincerely,

Carina Törnblom  
Head of Unit