



**EUROPEAN COMMISSION**  
DIRECTORATE-GENERAL JUSTICE and CONSUMERS

Directorate E: Consumers  
Unit E.1 : Consumer policy

Brussels,  
JUST E1/NM

Dear Madam, dear Sir,

**Subject: Stakeholder consultation for a study on Pre-contractual information and billing in the energy market on improving clarity and comparability for consumers in the EU**

The Ipsos – London Economics – Deloitte consortium is undertaking a consumer market study on *pre-contractual information and billing in the energy market for consumers* in the EU, for the European Commission's Directorate General for Justice and Consumers.

The objective of the study is to understand how the current situation on information disclosure in both offers and bills could be improved in consumers' interest in the EU 28 plus Iceland and Norway.

Specifically, the study will address:

- Information provision in energy offers and bills;
- Price comparison tools;
- Switching and contract termination fees.

In the course of this study, the consortium will collect evidence and stakeholders' views. Your organization 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. We would be grateful if you could provide assistance to our team of consultants by replying to questionnaires, to their request for data or by participating in interviews that may be organized in the framework of this study.

The representative of the Ipsos – London Economics – Deloitte consortium responsible for the stakeholder consultation, Carlo Duprel ([cduprel@deloitte.lu](mailto:cduprel@deloitte.lu)) and my colleague Nadia Marin ([nadia.marin@ec.europa.eu](mailto:nadia.marin@ec.europa.eu)) will gladly help you with any further questions.

Your sincerely,

Renatas Mazeika