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POWER 2 PEOPLE

5 commitments to support residential customers in their energy transition

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Why come up with 5 new commitments?

- Household consumers are at the very heart of the electricity system – funding our entire value chain. Answering their evolving needs is **mission critical** for our sector
- Post COVID and energy crisis, we decided to revisit our 15 pledges from 2020 and **renew our engagement** towards residential customers
- Our 5 commitments are a **toolbox of solutions** to deliver affordable, clean and effortless electricity supply.

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Our 5 commitments to residential customers

#1 Empowerment by communication

- By targeting customers groups
- By underlying positive experiences.

#2 Engaging with all consumers

- Highlight cost savings from electrification
- Partner with NGOs & housing providers to reach vulnerable customers.

#3 Energy Efficiency

- Provide information & advice on the benefits of energy efficiency
- Promote smart appliances & home upgrades.

#4 Products & Services

- Give control to the customers of their consumption
- Ensure that tools are user-friendly and easy to navigate.

#5 Demand Flexibility

- Educate customers on the opportunities and risks of flexibility
- Provoke individual behavioural changes for the collective benefit.

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What we need from policymakers

#1 Empowering communication

- Support national centres with information on energy savings & electrification

#2 Engaging with all consumers

- Lower taxes & levies on electricity
- Introduce tax rebates for EVs, heat pumps & solar PV
- Strengthen social policies & create energy poverty observatories

#3 Energy efficiency

- Fund energy audits
- Offer renovation grants & appliance subsidies
- Support social housing upgrades

#4 Products & services

- Set national standards for smart device interoperability
- Support independent comparison tools
- Allow innovation with stable, market-driven regulation

#5 Demand flexibility

- Accelerate smart meter roll-out with device compatibility
- Offer a variety of flexible offers
- Education of individual customers to the common benefits of flexibility

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