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Market opening gives consumers a real choice. However, for the time being the liberalized energy markets don't bring real benefits to consumers (or at least, not all the benefits that it should bring). Therefore, a lot of progress needs to be done in this regard.

On the other hand, European consumers have shown their dissatisfaction with the performance of energy markets, being scored at the same low level than banking and telecom services.

According to the Scoreboard published by the European Commission, energy markets have particularly poor scores on choice, comparability and switching suppliers and tariffs, suggesting that consumers are not in a position to make full use of the opportunities created by market liberalisation.

National Regulatory Authorities have an important role to play to improve the practical benefits of the European energy policy for consumers. The role of NRAs should be to focus on ensuring that liberalisation processes across Europe truly deliver for customers:

Firstly, by ensuring and improving a level of competition that will guarantee affordable energy prices for everyone.

Secondly, by setting out the right regulatory measures to allow for new technological developments, such as smart metering, bring about real benefits for consumers.

Thirdly, by guaranteeing non-discriminatory market access to competing suppliers in order to foster competition, while working towards building simple and understandable retail markets for consumers.