



EUROPEAN COMMISSION
DIRECTORATE-GENERAL FOR ENERGY

Directorate B – Just Transition, Consumers, Energy Efficiency and Innovation
B.1 – Consumers, Local Initiatives, Just Transition

Brussels
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Dear Petitioner,

The Russian invasion of Ukraine dramatically changed the economic and social situation in Europe, with costs-of-living rising sharply in the Union also due to increasing energy prices. Unprecedented measures have been taken at EU and at national level to support consumers, with energy-specific measures and measures based on the existing consumer protection and social policy framework at Union and national levels.

The European Commission organised an “Emergency Roundtable” on 7 November 2022 to discuss with key stakeholders the existing consumer protection policies and the need for further measures.

Following this Roundtable, on 21 November and on 5 December 2022, the Commission together with high-level representatives of European consumer organizations, regulators, distributors and energy suppliers (BEUC, CEER, Eurelectric, Eurogas, EER, EU DSO Entity and E. DSO) identified a common ground for additional voluntary consumer protection measures which go beyond the existing regulatory framework throughout this winter.

To consult the areas for specific measures to support consumers in the energy crisis within the European Union until at least end of March 2023, please consult the publicly available declaration¹. The Commission is currently monitoring commitments effectively pursued through various meetings with stakeholders.

¹ [Declaration for enhanced consumer protection this winter \(europa.eu\)](#)

For more detailed information on all EU actions taken to date to tackle the energy crisis, including to protect the most vulnerable, please consult the dedicated Commission website².

Yours faithfully,

Adela TESAROVA
Head of Unit

² https://commission.europa.eu/strategy-and-policy/priorities-2019-2024/european-green-deal/eu-action-address-energy-crisis_en