

CEER Citizens' Q&A

Guidelines of Good Practice on Future-proof Comparison Tools for the Energy Sector

4 August 2022

The Council of European Energy Regulators' (CEER) Guidelines of Good Practice for Future-proof Comparison Tools for the Energy Sector is the second update on CEER recommendations for best market practices with regard to energy price comparison tools in the electricity and gas sectors. The guidelines cover aspects such as independence, transparency, exhaustiveness, clarity and comprehensibility, correctness and accuracy, user-friendliness, accessibility and customer empowerment.

The first edition was published in [July 2012](#), putting forward 14 recommendations, followed by an updated version in [2017](#). After consulting industry and institutional stakeholders, this third edition presents 20 updated recommendations that reflect legislative developments, the emergence of new technologies, and changes in market design.

1 What is the impact for energy customers?

European energy customers need sufficient and reliable information to empower them to take an active role in liberalised energy markets and to make the green transition successful. Price comparison tools play an essential role in providing reliable and usable information on available offers and helping consumers to make sustainable and affordable choices about their energy consumption. Retail energy markets will not function efficiently and competitively unless consumers can make informed choices about their supplier, and comparison tools contribute to this.

Retail energy markets are in constant evolution caused by the spread of advance technologies such as smart-meters and smart grids, as well as the emergence of new ways consumers can manage and even produce their own energy. These updated recommendations aim to reflect these changes to empower consumers in this new market environment.

2 How does it work?

After launching a [public consultation](#) running from 23 December 2021 to 15 February 2022, CEER closely analysed inputs from stakeholders such as energy suppliers, traders, prosumers, electricity and natural gas customers, electricity and natural gas industry, customer representative groups, network operators, and other interested parties, putting forward 20 updated recommendations on best practices for energy price comparison tools. These recommendations should be taken into account by those designing energy price comparison tools as well as by energy regulators or other public authorities that oversee their implementation.