

ENERGY MARKET ACTORS



How do energy markets work?

Who should ensure my rights as a consumer?

Who delivers electricity and gas to consumers?



CUSTOMER is any party purchasing energy

eg. household customer, but also large businesses and small enterprises

Did you know?
EU laws protect you as an energy customer!

Your energy regulator monitors the market and works to protect and empower customers

PUBLIC BODIES
help consumers on the subject of energy markets and rights

NETWORKS
transport and distribute gas or electricity

Network operators build and manage the power cables and pipelines that bring energy to your door

Good to know!
Each EU Member State must ensure that consumers enjoy the right to be supplied with electricity and gas of quality and at a transparent price

RETAIL MARKET
delivers products/services to end-use customers