



Energy – sustainable and fair access

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Introduction



- The world consumer movement has long recognized that energy is of fundamental importance to public welfare and the well-being of consumers worldwide.
- The satisfaction of basic needs is one of the basic rights of consumers.
- We need an integrated approach to providing consumers with access to energy in a sustainable and fair manner

The CI Charter



- We seek a charter that will be universally applicable, incorporating elements, which are relevant to all energy markets. The overriding aim of a global energy charter is the promotion of the right of all consumers to universal access to sustainable energy services.

The Principles



- **Access** – development of network services and ensuring continuity
- **Sustainability** – promotion of sustainable alternatives and energy efficiency
- **Choice and flexibility** – development of off-grid systems; choice of payment methods

The Principles



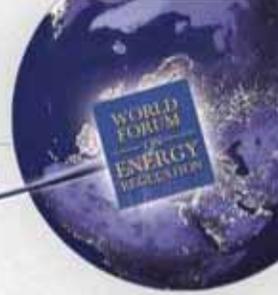
- **Fairness** – equitable distribution of supply, fair price formulae
- **Customer care and support** – protection through consumer contracts
- **Mediation and redress** – complaint and dispute resolution systems

The Principles



- **Special assistance** – targeted help for poor consumers
- **Governance and consumer influence** – representation and regulation

For more information



- www.consumersinternational.org