

ERRA Customer Protection Working Group

Consumer Information and Education as a tool for Empowering Consumers

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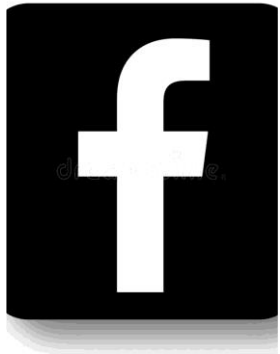
Hungarian Energy and Public Utility Regulatory Authority

Clean energy, sustainable environment

Consumer Empowerment



MEKH acknowledges the importance of consumer education in order to empower consumers. In order to achieve this, MEKH carries out multiple activities.



Campaign on Facebook:

- Campaign in 2022 that informed the consumers about the energy efficiency labels of household appliances and advised the consumers to take that more into consideration when buying one.
- Campaign between 14 February – 28 April 2022 on social media, but in traditional media (radio, press) for the education for consumer empowerment in all segments, mainly based on the thematics of the MEKH informative booklets.



The consumer service: It advises consumers in regard how to proceed with suppliers and answers questions regarding contractual rights and obligations, how to avoid disconnection, what are jurisdiction of consumer protection authorities, and where and how can an alternative dispute resolution process initiated.

Informative booklets issued by MEKH



How to pay the bills: methods and deadlines



Know your rights and how to solve disputes (both for individual consumers and for consumers living in multiapartment houses)



How to avoid unauthorized off-take (illegal consumption)



Vulnerable consumers: what are their rights



Who are the suppliers and DSOs, how to switch



How to get connected to the grid



How to avoid disconnection and how get reconnected

A közműszolgáltatás
lehetőségei és módjai

Price comparison tool



MEKH operates an independent, unambiguous, objective and free of charge comparison tool for electricity since 2021. Since summer 2022, there is a version for consumers with disabilities as well.

Currently, it has offers for commercial consumers. The number of offers was 72 in the first 4 months of 2021. Currently, there are 7 offers in the PCT, due to the volatile market situation.

<https://eka.mekh.hu/calculator>

Function for showing the number of access and hits is being developed.

**THANK YOU FOR YOUR
ATTENTION!**