The Electricity Directive (EU) 2019/944 establishes rights and protections for customers in relation to contractual conditions and billing. Accordingly, contractual conditions need to be fair and known in advance and customers have to be given notice of any intention to modify such conditions and of any adjustment in the supply price. Electricity customers are entitled to receive clear, understandable and transparent information, as stipulated in several provisions of the Directive.

The Commission is currently in the process of assessing transposition of Directive (EU) 2019/944 in all Member States, including Greece and analysing national measures. As soon as this process is complete, the Commission will take further action, if necessary.

In addition, the Unfair Contract Terms Directive 93/13/EEC also requires that all terms in consumer contracts be fair and transparent, including as regards the modification of the price initially agreed. Thus, contract terms must not create a significant imbalance in the rights and obligations of the parties to the detriment of the consumer and the consumer must be able to foresee their possible economic consequences based on clear, intelligible criteria.

It is the primary responsibility of national authorities and courts to assess the application of these Directives in individual cases.

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