The Electricity Directive (EU) 2019/944\(^1\) establishes rights and protections for customers in relation to contractual conditions and billing\(^2\). 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. Furthermore, billing on the basis of actual consumption is required to take place at least once per year and, on request, final customers are entitled to receive a clear and understandable explanation of how their bill was derived. At the same time, suppliers have to provide final customers with transparent information on applicable prices and tariffs and on standard terms and conditions, in respect of access to and use of electricity services.

The above requirements are mandatory to be ensured by the national legislation and the Commission is currently in the process of assessing transposition of the Directive 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.

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\(^2\) Article 10, Article 18 and Annex I of the Directive (EU) 2019/944