

Directive (EU) 2019/944 of the European Parliament and of the Council of 5 June 2019 on common rules for the internal market for electricity and amending Directive 2012/27/EU (recast) (Text with EEA relevance)

CHAPTER III

CONSUMER EMPOWERMENT AND PROTECTION

Article 18

Bills and billing information

1 Member States shall ensure that bills and billing information are accurate, easy to understand, clear, concise, user-friendly and presented in a manner that facilitates comparison by final customers. On request, final customers shall receive a clear and understandable explanation of how their bill was derived, especially where bills are not based on actual consumption.

2 Member States shall ensure that final customers receive all their bills and billing information free of charge.

3 Member States shall ensure that final customers are offered the option of electronic bills and billing information and are offered flexible arrangements for the actual payment of the bills.

4 If the contract provides for a future change of the product or price, or a discount, this shall be indicated on the bill together with the date on which the change takes place.

5 Member States shall consult consumer organisations when they consider changes to the requirements for the content of bills.

6 Member States shall ensure that bills and billing information fulfil the minimum requirements set out in Annex I.