

Croatia: RWE claims against HEP, HEP DSO reported RWE Energy to energy regulator

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HEP issued an announcement reacting to the claims of the RWE Energy made last week, calling them untrue and harmful to their reputation. Namely, on that occasion, it was said that "16.819 consumers had not been transferred due to errors in the system of the HEP ODS, whereas 20.222 consumers had returned to universal supply".

They emphasize that there is no error in the system of the HEP Distribution System Operator, but a number of contracts cannot be accepted due to incomplete and incorrect consumer data, that have been submitted by the suppliers in the supplier replacement procedure or that have not been updated by the customers during the change of ownership, the inheritance and the like. "A large number of consumers has returned to the system of universal service after terminating the contract with the company RWE Energy, but not because of the reasons stated in the announcement, but because of the common practice of misleading the customers, deceiving them with respect to achieving savings or the personation.

Namely, with 22% of terminated contracts, the RWE Energy has absolutely the highest contract termination rate of all other suppliers on the market. On no account can we accept arbitrary assessments and reviews in which the data source has not been stated, particularly when the citizens are misled thereby, with the aim of achieving profits at any cost" it has been stated in the announcement. They point out that, on several occasions, they have warned about the violation of consumer rights and the 'misleading manipulative practices' in which precisely the RWE Energy has been leading so far.

They say that after the remonstrances sent to CERA and the Croatian Competition Agency about the unacceptable business practices, such a practice continued, as well as the misleading of the public by calumnies at the expense of the HEP DSO.

The successfulness of implementation of supplier replacement procedure in Croatia is at a high level, in comparison with other EU countries, it has been concluded in HEP. It is obvious that the suppliers who use collectors, i.e. conclude contracts on electricity supply on the field, have a significantly higher contract termination rate, because of which the HEP DSO advocates the prohibition of such activities, on which they have also pronounced before CERA. They add that the data stated in the announcement of the RWE Energy about the number of customers who have returned to the universal service are not authentic, as they can be compared only after the expiry of concluded contracts (and, contracts are generally concluded for a period of two to three years). The HEP DSO is not the maker of by-laws, and the supplier replacement procedure puts everyone on an equal footing, they emphasize.