

9 November 2010

**Press release**

**The fourth yearly Energie-Info survey on the opening of markets**

In September 2010, the National Ombudsman and the Regulatory Commission of Energy (CRE) launched the fourth annual survey on the opening of markets. This telephone survey conducted by the LH2 institute collected the opinions of 1,504 French households.

Three years after the market's opening to competition, 61% of households feel that they are well informed on their rights as energy consumers.

However, 35% of households think that EDF and Gaz de France are the same company and only 39% of households know that they can change energy supplier.

In addition, many do not see what the opening of markets can bring to them. 44% of households therefore think that the new organisation will not affect service quality and 52% think that it will not change the amount of their bills.

Surveyed for the first time on social tariffs, 43% of households were aware that they financed this aid through their bill, 53% would be willing to double the amount of their contribution, which is currently around 1 Euro per household per year on average.

*Find the results of this survey on: [www.energie-mediateur.fr](http://www.energie-mediateur.fr)*

**Key figures:**

70%

Of households consider energy as a major concern

17%

Of households have read up on the opening up of markets

75%

Of households say they do not know how to go about changing electricity supplier - 74% in gas.

56%

Of households know that changing electricity supplier is free and 51% in gas

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