

**Single point of contact**

<b>AT</b>	E-Control - <a href="https://www.e-control.at/konsumenten">https://www.e-control.at/konsumenten</a>
<b>BE</b>	Commission de Régulation de l'Électricité et du Gaz - Commissie voor de Regulering van de Elektriciteit en het Gas - <a href="http://www.creg.be/">http://www.creg.be/</a>
<b>BG</b>	Комисия за енергийно и водно регулиране - Energy and Water Regulatory Commission - <a href="http://www.dker.bg/bg/za-kevr/harta-na-klienta.html">http://www.dker.bg/bg/za-kevr/harta-na-klienta.html</a>
<b>CY</b>	1. Ρυθμιστική Αρχή Ενέργειας Κύπρου (Cyprus Energy Regulatory Authority) - <a href="https://www.cera.org.cy/">https://www.cera.org.cy/</a> ; 2. Κέντρα Εξυπηρέτησης του Πολίτη (Citizens Service Centres) - <a href="http://www.mof.gov.cy/mof/papd/papd.nsf/page50_gr/page50_gr">http://www.mof.gov.cy/mof/papd/papd.nsf/page50_gr/page50_gr</a> ; 3. Υπουργείο Ενέργειας, Εμπορίου, Βιομηχανίας και Τουρισμού (Ministry of Energy, Commerce, Industry and Tourism) - <a href="http://www.mcit.gov.cy/mcit/energyse.nsf/index_gr/index_gr?OpenDocument">http://www.mcit.gov.cy/mcit/energyse.nsf/index_gr/index_gr?OpenDocument</a>
<b>CZ</b>	Energetický regulační úřad - Energy Regulatory Authority - <a href="http://www.eru.cz/cs/informacni-centrum">http://www.eru.cz/cs/informacni-centrum</a>
<b>DE</b>	Bundesnetzagentur - Kontakt zum Verbraucherservice(Federal Network Agency) <a href="http://www.bundesnetzagentur.de/DE/Sachgebiete/ElektrizitaetundGas/Verbraucher/verbraucher-node.html">http://www.bundesnetzagentur.de/DE/Sachgebiete/ElektrizitaetundGas/Verbraucher/verbraucher-node.html</a>
<b>DK</b>	Energitilsynet - Danish Energy Regulatory authority - <a href="http://www.energitilsynet.dk">http://www.energitilsynet.dk</a>
<b>EE</b>	Konkurentsiamet - Estonian Competition Authority - <a href="http://www.konkurentsiamet.ee">http://www.konkurentsiamet.ee</a>
<b>EL</b>	Citizens' Service Centers (ΚΕΠ) - Κέντρα Εξυπηρέτησης Πολιτών (ΚΕΠ) - <a href="http://www.ermis.gov.gr/portal/page/portal/ermis/ΚεπIndex">http://www.ermis.gov.gr/portal/page/portal/ermis/ΚεπIndex</a>
<b>ES</b>	Comisión Nacional de los Mercados y la Competencia - National Commission for Markets and Competition - <a href="https://www.cnmc.es/consumidores">https://www.cnmc.es/consumidores</a>
<b>FI</b>	Kuluttajaneuvonta - Consumer Advisory Service - <a href="https://www.kkv.fi/kuluttajaneuvonta/">https://www.kkv.fi/kuluttajaneuvonta/</a>
<b>FR</b>	Energie-info - <a href="http://www.energie-info.fr/">www.energie-info.fr/</a>
<b>HR</b>	Ministarstvo gospodarstva, poduzetništva i obrta - Ministry of Economy, Entrepreneurship and Crafts - <a href="http://potrosac.mingo.hr/hr/potrosac/">http://potrosac.mingo.hr/hr/potrosac/</a>
<b>HU</b>	Magyar Energetikai és Közmű-szabályozási Hivatal - Hungarian Energy and Utilities Regulatory Office - <a href="http://www.mekh.hu/">http://www.mekh.hu/</a>
<b>IE</b>	Commission for Regulation of Utilities - <a href="https://www.cru.ie/">https://www.cru.ie/</a>
<b>IT</b>	Autorità di Regolazione per Energia Reti e Ambiente - Regulatory Authority for Energy, Networks and the Environment - <a href="https://www.arera.it/it/index.htm">https://www.arera.it/it/index.htm</a>

<b>LT</b>	Valstybinė kainų ir energetikos kontrolės komisija (National Control Commission for Prices and Energy) - <a href="http://www.regula.lt/lt/">http://www.regula.lt/lt/</a>
<b>LU</b>	myenergy - <a href="https://www.myenergy.lu/fr/renseignements/infopoint">https://www.myenergy.lu/fr/renseignements/infopoint</a>
<b>LV</b>	Sabiedrisko pakalpojumu regulēšanas komisija - The Public Utilities Commission - <a href="https://www.sprk.gov.lv/">https://www.sprk.gov.lv/</a>
<b>MT</b>	Regulator for Energy and Water Services (REWS) - <a href="https://www.rews.org.mt/#/en/home">https://www.rews.org.mt/#/en/home</a>
<b>NL</b>	ConsuWijzer - <a href="https://www.consuwijzer.nl/">https://www.consuwijzer.nl/</a>
<b>PL</b>	Punkt Informacyjny dla Odbiorców Energii - <a href="http://www.ure.gov.pl/pl/urząd/struktura-i-kontakt/punkt-informacyjny-dla/4161,dok.html">http://www.ure.gov.pl/pl/urząd/struktura-i-kontakt/punkt-informacyjny-dla/4161,dok.html</a>
<b>PT</b>	Portal do Consumidores de Energia - Entidade Reguladora dos Serviços Energéticos (Energy Services Regulatory Authority) - <a href="http://www.erse.pt/consumidor/Paginas/portaldoconsumidor.aspx">http://www.erse.pt/consumidor/Paginas/portaldoconsumidor.aspx</a>
<b>RO</b>	Info-Consumatori - Autoritatea Nationala de Reglementari in domeniul Energiei - <a href="http://www.anre.ro/informatii.php?id=784">http://www.anre.ro/informatii.php?id=784</a>
<b>SE</b>	Konsumenternas energimarknadsbyrå (The Swedish Consumer Energy Markets Bureau) - <a href="http://energimarknadsbyran.se/">http://energimarknadsbyran.se/</a>
<b>SI</b>	Agencija za energijo - The Energy Agency - <a href="https://www.agencrs.si/web/en/single-point-of-contact">https://www.agencrs.si/web/en/single-point-of-contact</a>
<b>SK</b>	Pre spotrebiteľa - Úrad pre reguláciu sieťových odvetví (Regulatory Office for Network Industries) - <a href="http://www.urso.gov.sk/?q=Pre%20spotrebite%C4%BEa&amp;language=sk">http://www.urso.gov.sk/?q=Pre%20spotrebite%C4%BEa&amp;language=sk</a>
<b>UK</b>	Ofgem - <a href="http://www.ofgem.gov.uk">http://www.ofgem.gov.uk</a>
<b>Northern Ireland</b>	Utility Regulator - <a href="http://www.uregni.gov.uk">http://www.uregni.gov.uk</a>