

Alternative Dispute Resolution

AT	E-control - http://www.e-control.at
BE	Service de médiation de l'énergie - Ombudstienst voor energie - https://www.mediateurenergie.be
BG	Държавна комисия за енергийно и водно регулиране (State Energy and Water Regulation Commission) - http://www.dker.bg
CY	Ρυθμιστική Αρχή Ενέργειας Κύπρου (Cyprus Energy Regulatory Authority) - https://www.cera.org.cy/
CZ	Mimosoudní řešení sporů - Out-of-court Dispute resolution - https://www.ery.cz/mimosoudni-reseni-sporu
DE	Schlichtungsstelle Energie - https://www.schlichtungsstelle-energie.de/
DK	Ankenævnet på Energiområdet - Energy Supplies Complaint Board - www.energianke.dk/
EE	Konkurentsiamet - Estonian Competition Authority - http://www.konkurentsiamet.ee
EL	Συνήγορος του Καταναλωτή - Hellenic Consumer's Ombudsman - http://www.synigoroskatanaloti.gr/index.html
ES	Agencia española de consumo, seguridad alimentaria y nutrición - Spanish Agency for Consumer Affairs, Food Safety and Nutrition - http://www.aecosan.msssi.gob.es/AECOSAN/web/consumo/seccion/resolucion_de_conflictos_de_consumo.htm
FI	Kuluttajaneuvonta - Consumer Advisory Service - https://www.kkv.fi/kuluttajaneuvonta/
FR	Commission de régulation de l'énergie (Regulatory Commission of Energy) - http://www.cre.fr
HR	Nemzeti Fogyasztóvédelmi Hatóság (Hungarian Authority for Consumer Protection) - www.nfh.hu
HU	Magyar Energetikai és Közmű-szabályozási Hivatal - Hungarian Energy and Utilities Regulatory Office - http://www.mekh.hu/
IE	Commission for Regulation of Utilities - https://www.cru.ie/
IT	Il Servizio Conciliazione dell'Autorità per l'energia - https://www.arera.it/it/consumatori/conciliazione.htm
LT	Valstybinė kainų ir energetikos kontrolės komisija (National Control Commission for Prices and Energy) - http://www.regula.lt
LU	Institut Luxembourgeois de Régulation - http://www.ilr.lu
LV	Sabiedrisko pakalpojumu regulēšanas komisija - The Public Utilities Commission - https://www.sprk.gov.lv/
MT	Regulator for Energy and Water Services (REWS) - https://www.rews.org.mt/#/en/home
NL	De Geschillencommissie - https://www.degeschillencommissie.nl/consumenten/
PL	Postępowania ADR - http://www.ure.gov.pl/pl/koordynator-ds-negocjac/postepowania-adr

PT	Entidade Reguladora dos Serviços Energéticos (Energy Services Regulatory Authority) - http://www.erse.pt
RO	Autoritatea Națională de Reglementare în Domeniul Energiei - http://www.anre.ro/ro/contact/depunerea-unei-petitii
SE	1. Energimarknadsinspektionen (Ei) - https://www.ei.se/sv/for-energikonsument/ ; and 2. Allmänna reklamationsnämnden - http://www.arn.se/ .
SI	Javna agencija Republike Slovenije za energijo (Energy Agency of the Republic of Slovenia) - http://www.agen-rs.si
SK	Alternatívne riešenie spotrebiteľských sporov - http://www.urso.gov.sk/?q=node/394
UK	Ombudsman Services - https://www.ombudsman-services.org/sectors/energy/complain-now
Northern Ireland	Utility Regulator - http://www.uregni.gov.uk