ELECTRICITY AND GAS SUPPLIERS – THE PROCEEDINGS OF THE PRESIDENT OF UOKIK

* **The UOKiK has received complaints against the Enrex Energy company.**
* **According to them, the representatives of the company might have impersonated the current electricity and/or gas supplier.**
* **President of UOKiK Tomasz Chróstny has initiated explanatory proceedings in the case.**

[**Warsaw, 15 May 2020**] The Office of Competition and Consumer Protection received signals from consumers, consumer ombudsmen and the Energy Regulatory Office concerning the Enrex Energy company seated in Katowice. They concern the conduct of the company's representatives when concluding contracts for the sale of electricity and gas at customers' homes. It appears from the complaints that the vendors might have impersonated employees of a supplier whose services were previously used by consumers, and that oftentimes they would not provide the consumers with signed documents. As a result, some people might have realized that they had changed their electricity/gas supplier only after receiving their bills, when the withdrawal deadline had already expired.

*“We are consistently fighting against unfair methods of winning new customers. We will not allow electricity, gas or telecommunications vendors to impersonate companies with which consumers have signed contracts and to mislead the consumers by claiming that they were just to sign an annex or check the installation. Such practices are all the more reprehensible since they are most often perpetrated against seniors. I have initiated an investigation procedure to determine whether there are grounds for accusing the company of violating the collective interests of consumers,”* says Tomasz Chróstny, President of UOKiK.

**Hints and advices for consumers**

* Before you sign anything, read all the documents thoroughly and carefully. Pay attention to company name, logo and address.
* Do not get convinced that you have to sign the presented documents right away. You have the right to consult the contract with your e.g. family, neighbor, lawyer.
* If you have any doubts, call your present electricity or gas supplier and ask if their representatives are distributing any documents to sign.
* Whenever you sign anything, demand a copy of the signed contract and all attachments.
* You have 14 days to withdraw from a contract concluded off a company’s premises, meaning also at home. If the company fails to inform you of this right, the period is extended to one year. You can download the [contract withdrawal form](http://www.uokik.gov.pl/download.php?id=1216) from UOKiK’s website.
* If you were misled, and the withdrawal deadline has already expired, you may evade the legal effects of a declaration of intent made in error. Your [town or district consumer ombudsman](https://uokik.gov.pl/pomoc.php) will help you terminate the contract. You can also call the consumer helpline: 801 440 220 or 22 290 89 16, where you will receive free of charge legal advice financed from the funds of UOKiK.

**Consumer support:**

Phone: +48 801 440 220 or +48 22 290 89 16 – consumer helpline  
e-mail: [porady@dlakonsumentow.pl](mailto:porady@dlakonsumentow.pl)   
[Consumer ombudsmen](https://uokik.gov.pl/pomoc.php) – in your town or district  
Regional Consumer Centres: Phone: +48 22 299 60 90 – [Dlakonsumenta.pl](http://dlakonsumenta.pl/)