



# Vulnerable customers in The Republic of Serbia

Dijana Unković

Senior Expert for Economics and Finance

Harrisburg, April 2008.

# Introduction

---

- Welfare centre determine users of discount for electricity consumption
- Electric Power Industry of Serbia-EPS and Energy Agency of The Republic of Serbia-AERS do not have influence on determination of users
- EPS calculate discount for electricity consumption

# Groups of vulnerable consumers

---

1. Customers using financial/welfare support
2. Retired people with lowest pensions which are determined by the state
3. Handicapped on care
4. Foster families
5. Families that receive financial support for the third and fourth child

# Discounts

---

- Group 1: has 30% discount for 450 kWh per month
- Groups 2-5: have 30% discount for 300 kWh per month



# Group 1

---

- 35,000 households are beneficiary
- In this group are unemployed people



# Groups 2-5

---

- 23,000 retired people with lowest pensions which are determined by the state
- 21,500 handicapped on care
- 1,800 foster families
- 60,000 families that receive financial support for the third and fourth child

# Conclusions

---

- From 106,000 to 107,000 households could use this kind of help
- Nevertheless only 30%-40% of them use this discounts because of the obligation of regular monthly payment

# New praxis

---

Direct payments are part of social welfare system.

Welfare centre wants to be sure that money will go to supplier.





# Role of AERS

---

In the future AERS will have an active role in developing the mechanism protection vulnerable costumers.



# THANK YOU!



**ENERGY AGENCY**  
OF THE REPUBLIC OF SERBIA

Belgrade, Terazije 5/VI  
[www.aers.org.yu](http://www.aers.org.yu)  
e-mail: [aers@aers.org.yu](mailto:aers@aers.org.yu)