

Directive 2012/27/EU of the European Parliament and of the Council of 25 October 2012 on energy efficiency, amending Directives 2009/125/EC and 2010/30/EU and repealing Directives 2004/8/EC and 2006/32/EC (Text with EEA relevance)

## CHAPTER II

### EFFICIENCY IN ENERGY USE

#### *Article 12*

#### **Consumer information and empowering programme**

1 Member States shall take appropriate measures to promote and facilitate an efficient use of energy by small energy customers, including domestic customers. These measures may be part of a national strategy.

2 For the purposes of paragraph 1, these measures shall include one or more of the elements listed under point (a) or (b):

- a a range of instruments and policies to promote behavioural change which may include:
  - (i) fiscal incentives;
  - (ii) access to finance, grants or subsidies;
  - (iii) information provision;
  - (iv) exemplary projects;
  - (v) workplace activities;
- b ways and means to engage consumers and consumer organisations during the possible roll-out of smart meters through communication of:
  - (i) cost-effective and easy-to-achieve changes in energy use;
  - (ii) information on energy efficiency measures.