



# **European Consumer Consultative Group**

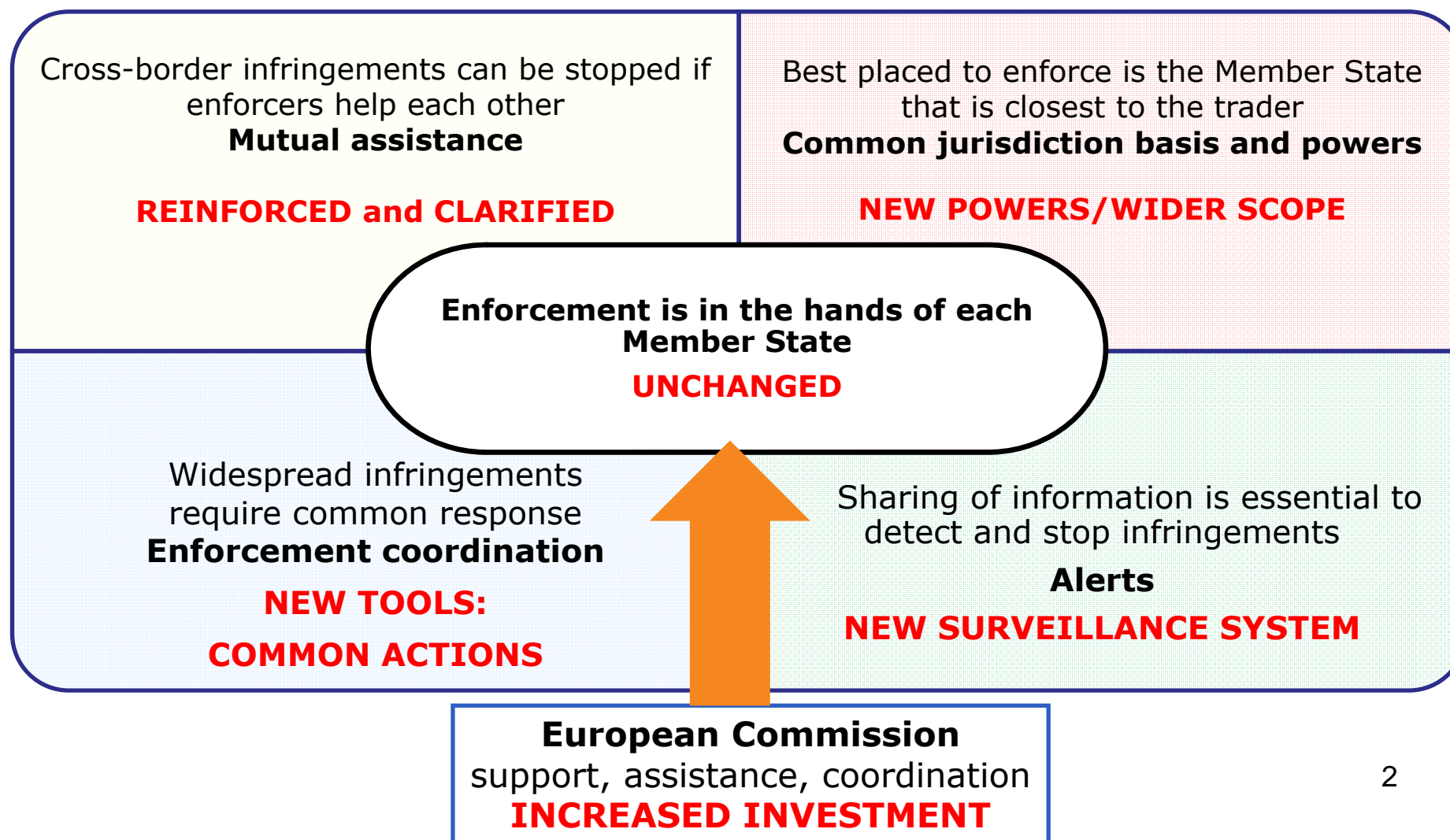
## **Update on Consumer Policy**

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# Commission proposal - CPC Regulation





## Review of the CPC Regulation state of play

- *The inter-institutional negotiations on the CPC proposal are progressing very well.*
- *The 2nd trilogue of 17 May showed progress with provisional agreement in particular on thresholds for widespread infringement with a Union dimension*
- *The most sticking remaining open points are:*
  - 1) the powers for competent authorities to order consumer compensation*
  - 2) the role of the Commission in coordinated actions in cases of widespread infringements with a Union dimension*
  - 3) the role of consumer organisations*
- *The next trilogue is scheduled for 21 June.*





## ODR Platform – state of play

- More than **32 000 complaints** submitted on the platform since its launch in mid-February 2016.
- 64%: domestic cases; **36%: cross-border cases**
- The top 5 most complained about sectors: **1) clothing and footwear; 2) airlines; 3) information and communication technology; 4) electronic goods** and **5) mobile telephone services.**
- **290 ADR entities** from **25 Member States** electronically registered on the platform.





## ODR Platform – state of play (ctd.)

- ADR/ODR legislation applicable to **EEA/ EFTA States** as from **1 July**.
- ODR platform open to disputes involving consumers/traders from EEA/EFTA countries from **end of August 2017**

### Next steps:

- **1<sup>st</sup> Report on ODR platform** to be published at the **end of 2017**
- **ODR communication campaigns** targeting traders and consumers currently in preparation



## Commission's Mobility Package 31 May

- *Supporting shift to more integrated and multi-modal mobility system*
- **Political communication** outlining long term plan to deliver clean, socially fair, competitive mobility to Europeans
- **8 legislative proposals**, with special focus on:
  - improving the functioning of the **road haulage market**
  - enhancing the employment **and social conditions of workers**;
  - and promoting **smart road-charging** in Europe
- Commission **Recommendation on Car Labelling**
- To be complemented by other proposals over the next year, including on **post-2020 CO2 emissions standards for cars and vans**



# Commission Recommendation on Car Labelling

- Introduces **new regulatory test procedure** for measuring CO<sub>2</sub> emissions and fuel consumption (WLTP) when making information available for consumers pursuant Directive 1999/94/EC
- Will result in **more precise and realistic information on fuel consumption and CO<sub>2</sub> emission values** to the benefit of consumers.
- Provides guidance on the **transitional period** between the old and new test procedure 2017-2019
- Beyond fuel consumption and CO<sub>2</sub>, it recommends MS to include **information on air pollutants**, that will become available from Sept 2017-Sept 2019 thanks to the new Real Driving Emission tests

In parallel: **2017 LIFE call for proposals** includes priority on projects enhancing consumers' empowerment to benefit from real-world fuel consumption savings in cars and vans and make informed decision for cars with low-polluting emissions

→ **To contribute to Commission's ongoing reflection on how to improve consumer information in this area**

# Product Safety

- Commission Notice on the market surveillance of product sold online.

Adoption is expected mid- July 2017

- Goods package

Adoption is expected mid-July 2017

- DG JUST is in the process of discussing with some online marketplaces possible commitments to voluntary actions that they could take, beyond their legal obligation, to improve the safety of products sold online.