

### **Electrabel promotes clear, complete and correct information to the customer for greater consumer protection**

Today, 28 September 2004, Electrabel officially signed the agreement entitled 'The consumer in the liberalized electricity and gas market' as well as the attached code of conduct for 'sales outside the company' and 'remote sales', drawn up at the initiative of the Belgian federal minister of Work, in charge of the protection of the consumers, Freya Vandebossche.

Apart from supplying electricity and natural gas at competitive prices, Electrabel aims to bring a real added value to its residential customers, namely carefree convenience. Among other things, this means simple, transparent price formulas, the assurance of always having the most advantageous price formula, clear information on the market and on the products offered by Electrabel, as well as balanced and clear contract conditions.

It also means great ease of access to services for customers. Thanks to its presence in post offices and large retail outlets, its network of qualified partners (installers, contractors, ...) and its customer communication centre and its internet site, Electrabel is everywhere close at hand and available. Today's signature is fully in line with this strategy.

Electrabel is very happy about this initiative, which affords greater information and an even higher degree of protection for consumers, while placing a similar level of obligations on all signatory suppliers while avoiding unfair sales behaviours.

#### **Electrabel, a European supplier of global, customised energy solutions**

Electrabel is a leading European energy company and number one on the Benelux market. The company is seizing the opportunity afforded by the opening up of the electricity and natural gas market to develop its range of energy products and services throughout Europe. It offers every customer a high-quality, local service via commercial subsidiaries and partnerships with local operators. Electrabel aims to double its 1999 volume of electricity sales by 2004.

In Europe, Electrabel operates diversified generating facilities totalling 28,500 MW and is active in trading on all energy markets. In Belgium, the company operates electricity and natural gas distribution networks on behalf of distribution system operators.

Electrabel belongs to the SUEZ-Tractebel group.

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*Ce communiqué est également disponible en français.*

*Dit persbericht is ook beschikbaar in het Nederlands.*