

## **Abstract**

The name of the thesis: **Specifics of consumer protection in the field of energy industry**

The thesis deals with the specific consumer protection in the field of energy industry – in the market with electricity, gas, and thermal energy. The goal of the thesis is a detailed analysis of the legal regulation of the most important consumers' rights and related obligations of the license holders and eventual problems of consumers occurring in the market with energy commodities, followed by an analysis of relevant jurisdiction.

The first part is focused on the definition of primary participants entering the energetic market where the attention is focused on the customer – consumer and energy supplier.

The second part defines relevant customers' rights, besides the right to connection to the power system it also closely analyses especially the so-called some measures to protect a customer, as regulated in Section 11a of the Energy Act, including the right of withdrawal, termination of contract, right of withdrawal when the price is increased or other contract conditions are changed. It is followed by an analysis of some obligations of license holders. Besides the obligation of information, the so-called institute of continuation of licensed activity execution, the institute of obligation beyond the license and the institute of the last resort supplier are mentioned there.

The following part deals with the activity of the Energy Regulation Office which task is to defend legitimate interests of customers and to solve disputes arising between the customers and license holders.

The last part of the thesis is focused on the chosen problems in the field of energy industry the consumer may encounter most frequently in present days. Besides the problems of statements and related claims, it deals with the process of changing a supplier referring to the fundamental customer's right to freedom to choose and change the electricity and gas supplier for free. The thesis also covers the problems of unauthorized take-offs and related jurisdiction. Last but not least, it deals with unfair commercial practices of some energy suppliers, such as door-to-door selling or non-acceptance of withdrawal performed in accordance with the law.