

Information release

CNMC identifies deficiencies in customer service of electricity and gas companies

The National Commission on Markets and Competition (CNMC) highlights issues such as lack of transparency in contracting and poor accessibility to services.

Madrid, 13 August 2025.- The National Commission on Markets and Competition (CNMC) has identified significant shortcomings in the customer service provided by 29 electricity and gas retailers, following an analysis involving 835 actions carried out between July and November 2024 using the “mystery shopper” technique. The assessment simulated real contracting and service management processes through the customer service channels of 15 electricity and 14 gas retailers, which together represent 97% and 99% of the domestic market, respectively.

The CNMC found persistent problems such as lack of transparency in pre-contractual information, difficulties in withdrawing from contracts, and excessive waiting times.

Key findings

In the telephone channel, the CNMC detected obstacles to processing withdrawals, long waiting times, and difficulties in filing complaints.

In the online channel, it was often difficult to locate essential contract information in the private areas of company websites. Regarding the information provided by customer service, deficiencies were found in key aspects such as price, contract duration, penalties for early termination, and the right of withdrawal.

In some cases, the pre-contractual information given over the phone was insufficient, and in certain instances, contracts were even concluded during the call itself, preventing customers from reviewing the offer in detail.

Issues were also identified regarding the separation of activities between free-market and regulated retailers.

Recommendations for improvement

The CNMC proposes measures such as:

- Ensuring that withdrawal can be processed in a single interaction, through the same channels used for contracting, thus avoiding additional steps.
- Including in the private online customer area a dedicated and easily accessible section with the agreed contractual terms and consumer rights.
- Standardising telephone service resources for different types of procedures.
- Avoiding confirmation of contracts during the same call and proactively providing pre-contractual information.
- Improving training for sales agents, especially in light of regulatory changes.
- Conducting internal audits, preferably carried out by independent third parties.

The CNMC will inform companies of the deficiencies detected and will monitor the implementation of corrective measures. Where necessary, it may initiate actions within the scope of its powers. The Commission notes that some of the issues identified have already been corrected or mitigated since the previous supervisory report.

Source: [CNMC](#) report [IS/DE/022/24](#)