

PRESS RELEASE

20 May 2026, Budapest

Inspection of public services: the Consumer Protection Authority has handled more than 2,500 complaints

The National Authority for Trade and Consumer Protection (NATCP), in cooperation with the government agencies under its professional supervision, gives priority to electricity, natural gas, water utility, and waste management services, as these affect nearly the entire population and are an essential part of everyday life. Last year, the vast majority of complaints regarding public utility services concerned issues related to billing and billing disputes.

A distinctive feature of the public service sector is that the continuous availability, quality, and transparency of services have a direct impact on consumers' quality of life and sense of security. In light of this, the NATCP pays special attention to the operations of public service providers, with a particular focus on compliance with legal regulations and the enforcement of consumer rights.

In the area of public utilities, more than half (1,302) of the total 2,583 complaints received by government offices in 2025 concerned electricity service. 551 complaints related to water utility services, 516 to natural gas services, and 214 to public waste management services. Proceedings were initiated based on nearly 600 complaints filed with government offices, of which 157 resulted in a finding of a violation.

In addition to regulatory oversight, however, consumers should also be aware of some basic information. Thus, if they have any complaints regarding public utility services, they should first try to resolve the issue directly with the public utility providers. Public utility providers are subject to strict complaint-handling rules: they are required to operate a customer service department and must provide a substantive response to the consumer's complaint within 15 days. The government agency responsible for consumer protection can only take action if consumers have credibly demonstrated that they have attempted to resolve the dispute directly with the public service provider in question.

Many people, after receiving their bill, focus only on the amount due and the payment deadline. However, regarding the most commonly affected areas—namely electricity and natural gas services—it is important to know that the bills sent out include, for example, the customer (payer) ID, which is essential for accurately identifying the consumer during administrative procedures. It also includes the method of meter reading, which indicates whether the final meter reading was recorded based on data read by the distribution licensee, dictated by the consumer, or estimated in the absence of such data.

The bill also shows how the consumer's energy usage has changed compared to previous years—that is, whether it has increased, decreased, or remained the same. It also provides information on how consumption compares to average residential usage. It is also worth noting the expiration date of the meter's validity and the scheduled date for meter replacement on the bill.

The NATCP and government agencies will continue their comprehensive investigations this year as well, with the aim of continuously improving the reliability, quality, and transparency of public services that shape the daily lives of the population.

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