

(English version)

**Question for written answer E-002663/24
to the Commission
Isabel Serra Sánchez (The Left)
(26 November 2024)**

Subject: Urgent plight of inhabitants of La Cañada Real, Madrid deprived of their human and social rights

In La Cañada Real, 4 500 people have been left without electricity by their supplier, Naturgy, for more than 1 500 days. On 2 March 2022, five organisations lodged a complaint with the European Committee of Social Rights, alleging that Spain has breached seven rights enshrined in the European Social Charter, including the right to healthcare, the right to protection against poverty and social exclusion, the right of the family and the right of children and adolescents to social, legal and economic protection ⁽¹⁾.

1. Does the Commission consider that the provisions of Chapter III of Directive (EU) 2019/944 on common rules for the internal market for electricity are being complied with, in particular the article which states that ‘Member States shall ensure that all final customers are entitled to have their electricity provided by a supplier’ ⁽²⁾?
2. Does the Commission intend to sanction the Spanish State for failing to comply with Article 9(2) of the aforementioned Directive by not imposing ‘public service obligations’ on the company to guarantee electricity supply?
3. Does the Commission intend to write to Naturgy, the Autonomous Community of Madrid and the Spanish Government to urge them to fulfil their obligations?

Submitted: 26.11.2024

**Answer given by Mr Jørgensen on behalf of the European Commission
(18 March 2025)**

The Commission notes that in general the rights conferred to final customers that purchase electricity for their own use from a commercial supplier in Chapter III of Directive 2019/944 ⁽¹⁾ apply in case there is a connection to the electricity network.

Household customers have the right to be connected to the electricity network under terms, conditions and tariffs set in accordance with the procedure laid down in Article 59(7).

Pursuant to Article 31 of the directive. Naturgy — in its capacity as distribution system operator — is obliged to maintain under economic conditions a ‘secure, reliable and efficient electricity distribution system in its area’.

Article 9(2) of the Electricity Market Directive (EU) 2019/944 is an option for Member States to impose Public Service Obligations and not a legal obligation as Member States may chose other measures to achieve these objectives.

The case pertains to a horizontal dispute between the community of La Cañada Real and the distribution system Naturgy. This dispute should be settled by the competent national authorities.

¹ https://elpais.com/espana/2024-11-26/el-consejo-de-europa-resuelve-contra-espana-por-dejar-sin-electricidad-a-la-canada-real-de-madrid.html?event_log=oklogin

² <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32019L0944>

⁽¹⁾ <https://eur-lex.europa.eu/eli/dir/2019/944/oj/eng>