

Petition: Violation of Consumer Rights
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This petition is a complaint concerning the violation of our consumer rights by the City of Stockholm and by Fortum/Stockholm Gas (GasAB), the monopoly supplier of gas to Stockholm.

For years and years Fortum/Stockholm Gas has assured us and all their other clients, old ones and new ones, that the gas is a secure, reliable and environmental friendly source of energy, and a good choice for heating the house as well as for cooking.

When suddenly I got a letter telling me that Fortum would no longer deliver gas to my home, I was shocked. Their reason is that we and the other users in this neighborhood are no longer "good business". But in other parts of Stockholm, delivery of gas continues.

If choosing only customers who are good business, we should immediately exterminate all children (they cost a lot growing up), all sick people and most of all, the elderly, representing a huge part of the BNP in Sweden without any net contributions to the overall economy of this country.

If Fortum is allowed to act like this, next step in this line of business must be to stop delivering mail and other essential service to citizen who live far from the cities and, of course, never let anyone who lives far away in the countryside ever get attached to the national electric network.

Financial segregation is not defensible. As consumers we think that this way of handling citizens is indeed violating our consumer rights. The offer of compensation from Fortum amounted to 3 000 SEK. We are forced to investment about 25 000 SEK for a new stove.

What consumer rights do we have as citizens of Sweden and of EU? We are experiencing undefensible mistreatment.

Sincerely,

Eva Odelius Alex Odelius