

To the attention of:

Ursula von der Leyen, President of the European Commission

Dan Jørgensen, Commissioner for Energy and Housing

Pedro Sánchez, Prime Minister of Spain

Luís Montenegro, Prime Minister of Portugal

RE: Urgent Request for Clarifications and Reassurances Following the Recent Blackout in Spain and Portugal

Dear President, Commissioner, and Prime Ministers,

On behalf of Euroconsumers¹, together with our member organizations OCU (Spain) and DecoProteste (Portugal), we wish to express our deep concern regarding the recent large-scale blackout that severely impacted both Spain and Portugal.

While we acknowledge the preliminary information indicating that the incident was triggered by a technical failure following damage to a high-voltage interconnector between France and Spain, the event exposed significant vulnerabilities in the resilience of the Iberian energy grid and raised understandable concerns among consumers and citizens.

In light of the above, we respectfully request:

1. **Clarifications** on the precise sequence of events that led to the blackout, along with an assessment of the adequacy of current preventive and mitigation systems at national and European levels;

¹ *Gathering five national consumer organisations and giving voice to a total of more than 1,5 million people in Italy (Altroconsumo), Belgium (Testachats/Testaankoop), Spain (OCU), Portugal (DecoProteste) and Brazil (Proteste), Euroconsumers is the world's leading consumer Group in innovative information, personalised services and defence of consumer rights. Our European member organisations are part of the umbrella network of BEUC, the European Consumer Organisation. Together we advocate for EU policies that benefit consumers in their daily lives.*

2. **Reassurances** on the immediate and medium-term measures that will be taken to strengthen the resilience of the Iberian and European energy infrastructures against such risks;
3. **Information on the mechanisms** available to assess, acknowledge, and compensate the damage and inconvenience suffered by consumers as a direct result of the blackout.

Energy security, resilience, and reliability are fundamental pillars of consumer protection, economic stability, and public trust. A transparent investigation, accompanied by clear and immediate communication on preventive reforms and compensatory mechanisms, is essential to restoring consumer confidence and reinforcing the robustness of the European energy system.

We thank you for your prompt attention to this urgent matter and remain available for any dialogue or collaboration that may contribute to building a more resilient, secure, and consumer-centered energy future for Europe.

Yours sincerely,

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