


Memo: Survey Supplier of Last Resort (SoLR)	 European forum for energy Business Information eXchange
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Survey: Supplier of Last Resort (SoLR)

This survey has been prepared to show how different countries handle situations when consumer loses its main Energy supplier (for example it got bankrupt) and activation of Supplier of Last Resort (SoLR) is needed.

Country	Do you have SoLR institution in your country?	What type of consumers does SoLR concern?	How do you choose SoLR? Is there more than one SoLR for whole country/every DSO?	What causes activation of SoLR and is it possible for SoLR to disagree for such activation?	Are there any restrictions for last resort contracts concerning: <ul style="list-style-type: none"> a) Time for which it can be concluded b) Prices for energy (for example it can't be higher than...) c) Anything else? 	Any other important information concerning SoLR?
Austria						
Belgium	No, we have an "emergency" supplier in case of sudden bankruptcy of a commercial supplier	The emergency supplier has to cover all customers served by the bankrupt supplier.	The DSO is the default emergency supplier.	When the regulator revokes the supply licence of the bankrupt supplier, the emergency supplier is triggered to temporarily take over its portfolio.	The emergency supplier should only supply for as minimum a period as possible. All customers should be incentivised to switch to another commercial supplier as soon as possible.	N/A
Denmark						
Finland						

Germany	Yes	<p>Households and customers with a consumption of ≤ 10.000 kWh per year in case of:</p> <ol style="list-style-type: none"> 1) bankruptcy of an Energy Supplier 2) consume energy with-out having a contract with an Energy Supplier 3) a fallback solution for consumers who have concluded a contract with a SoLR as a precaution in case of their supplier's bankruptcy 	<p>For 1) + 2) The SoLR is the Energy Supplier that supplies most household customers with electricity and/or gas in the local network area. Which SoLR supplies most households is determined every 3 years.</p> <p>For 3) The SoLR is the Energy Supplier, with whom the contract has been concluded.</p>	<p>For 1) In case of bankruptcy, the SoLR must take over the customer of the insolvent Energy Supplier. SoLR cannot refuse. SoLR also bears the risk of loss of receivables if the customer is reluctant to pay. But the SoLR can close the meter.</p> <p>For 2) Customer has consumed energy without a contract with an Energy Supplier. The customer is automatically assigned to the SoLR. The SoLR cannot refuse to take over the customer. He also bears the risk of loss of receivables if the customer is reluctant to pay. But the SoLR can close the meter.</p> <p>For 3) For the fallback solution, the customer can choose the Energy Supplier and conclude a corresponding contract.</p>	<p>For 1) a) In case of bankruptcy the supply by the SoLR runs maximum 3 month. It is not necessary to conclude a contract. The supply by the SoLR is automatic. A change of Supplier is possible at any time. After 3 month: If the customer doesn't have a new Energy Supplier, an unlimited contract is concluded with the SoLR. b) The SoLR have to serve the customer for their 'normal rates and conditions'. This price is regulated by law but is usually 30 % higher. c) No.</p> <p>For 2) a) The contract runs for an indefinite period. It can be terminated by customer with a 14-day notice period. Otherwise the contract will be continued. b) The SoLR have to serve the customer for their 'normal rates and conditions'. This price is regulated by law but is usually 30 % higher. c) No.</p> <p>For 3) a) Depends on the contract. b) Depends on the contract. c) No.</p>	<p>The remarks under 1) also apply to the following cases (among others):</p> <ul style="list-style-type: none"> • Termination of the energy supply contract by the Energy Supplier without subsequent delivery and without the knowledge of the customer. <p>The remarks under 2) also apply to the following cases (among others):</p> <ul style="list-style-type: none"> • Customer without an Energy Supplier when starting up an AP • Termination of the energy supply contract by the Energy Supplier without subsequent delivery but with the knowledge of the customer. <p>The SoLR can try to give the customer a good contract to keep him.</p>
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Netherlands	No The regulator has a measure to protect the customers from 'sitting in the dark'. TSO certify BRP's and there is a procedure to take the BRP from the market by spreading its portfolio all over the other BRP's.	Households and small businesses have protection against their Energy Supplier disappearing (as losing the license to operate).	We only have a procedure when a Energy Supplier goes bankrupt or loses its license for a reason. The customers are split over all other suppliers. For BRP we have a similar arrangement for industrial customers by spreading the BRP's Accounting Points over all other licensed BRP's based on their market share. There is one procedure for the whole country per segment: <ul style="list-style-type: none"> • Households + SME for Electricity, • Households + SME for Gas, • Industry for Electricity, • Industry for Gas, 	When a supplier loses its license to operate or goes bankrupt. The regulator calls for the procedure. When the BRP loses its license or goes bankrupt. The TSO calls for the procedure. The Supplier or BRP cannot refuse to get its share. There is a restricted possibility to transfer your share to another Supplier/BRP	All licensed Energy Suppliers get a share of the customer base, based on their market share. They have to serve the customer for their 'normal rates and conditions'. The customer can leave immediately and for the first 3 months without any penalties. Of course the new supplier can try to give the customer a good contract to keep him. Similar for the BRP procedure	Note that when the Energy Supplier ends his supply the Customer will be cut off power unless he finds himself a new Energy Supplier

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Norway	Yes	Customers without an Energy Supplier when starting up an AP or after Customer move in process.	The DSO is the Supplier of Last Resort in Norway.	If the Customer doesn't choose an Energy Supplier after Move in or start of a new AP, the DSO will be the Energy Supplier.	<p>a) No</p> <p>b) The first 6 weeks the price is spot market price + maximum 0,05 NOK (~0,005 Euro cent). Thereafter the price shall be set so that the Customer has an initiative to find a normal Energy Supplier</p> <p>c) The invoice from the Supplier of Last Resort shall have information that this is from a Supplier of Last Resort. New Energy Supplier can take over the supply 30 days back in time when the Customer is supplied by the Supplier of Last Resort. Customer can take over up to three years back in time with the low tariff by the Supplier of last Resort. In this case a new Energy Supplier can take over according to ordinary rules, forward in time.</p>	<p>If the Customer moving in (incl. moving into a new AP) has one (note: only one - not more) "normal Energy Supplier" for one or more other AP(s), the DSO shall inform the "normal Energy Supplier" about the Move in, who may give the Customer an offer. The DSO shall inform the Customer of which Energy Suppliers that supply in this grid and how to choose an Energy Supplier. Changes in prices shall be informed at least three weeks ahead</p>

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Poland	Yes	All consumers – households and companies	<p>Consumer chooses SoLR and its name is included in distribution contract (or complex/combined contract – one contract for distribution and energy selling).</p> <p>Every Energy supplier who has proper agreement with DSO can be SoLR. That means there (usually) is more than one SoLR for every DSO. If consumer lost its main Energy supplier and SoLR is not able to handle energy selling (for example its not on the market anymore), Energy supplier tasks goes to "office Energy supplier" (main energy supplier chosen by Regulator for every DSO).</p>	<p>Whenever:</p> <ul style="list-style-type: none"> a) contract with Energy supplier has ended or was terminated and consumer doesn't have a new one, b) Energy supplier can't sell energy anymore – for example it lost its BRP (and doesn't have a new one), or got bankrupt – and consumer doesn't have a new contract (with some other Energy supplier) <p>There won't be activation of SoLR if:</p> <ul style="list-style-type: none"> c) There was termination of distribution services (consumer has moved out/does not want to have energy anymore) a) Consumer has debt for which he has been temporary cut off from energy b) There is a new AP (without energy flow). <p>SoLR may not refuse activation of SoLR.</p>	There are currently no such restrictions. There were concepts to limit the duration of the contract with SoLR to a maximum 6 months but these proposals have not been accepted.	The agreement with the SoLR is concluded each time by the DSO in the name and on behalf of the consumer. SoLR is obliged to send to consumer confirmation of a conclusion of the contract and this contract.
Slovenia	The DSO is SoLR in Slovenia.	SoLR in Slovenia cover all Customers of Energy Suppliers supplier, when SoLR is activated.	Slovenian DSO choose Energy Supplier for network losses, who also supply energy for Consumers who use a SoLR. The DSO provide the SoLR invoices for Customers.	The SoLR is activated in Slovenia when the Market Operator cancel a balance contract to the Energy Supplier.	The SoLR for Customers can last up to 60 days. The price of energy for SoLR can be up to 25 % higher than the price for end Customers.	

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Sweden	Yes	All Consumers, households and companies	The DSO must state a SoLR for every metering grid area.	<p>The SoLR cannot disagree an activation.</p> <p>Activation types:</p> <ol style="list-style-type: none"> 1. If a consumer registers a move-in to the DSO and the move-in date passes and no active move-in has been registered by any supplier 2. If the supplier terminates the contract. A SoLR cannot terminate a contract 3. If a supplier gets bankrupt or loses its license to operate 	<p>Restrictions:</p> <ul style="list-style-type: none"> • No binding or notice period • No cancellation fee 	The SoLR is obliged to inform the Customer regarding contract information.