


Memo: Move Out-Move In interim period	 E uropean forum for energy B usiness I nformation eX change
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Move Out-Move In interim period

Country	Move handling	Main Driver
BE	<p>When a Customer moves out, the Energy Supplier initially remains responsible for the Accounting Point until a new Customer signs up with this Energy Supplier (what we call a Customer switch process) or a new Energy Supplier/Customer combination takes over (what we call a combined switch process). When no new Customer or Energy Supplier/Customer takes over (moves in the Accounting Point), the original Energy Supplier, who is still responsible for the Accounting Point, can launch a specific process called “move out without appointment (MOWA)”. This process triggers the Grid Company to try finding a new Customer for the Accounting Point (e.g. by visiting the premise, contacting the building owner, etc.). If after a defined number of calendar days this effort stays without result, the Grid Company will take over the responsibility for the Accounting Point and will try to disconnect the energy flow to the Accounting Point.</p>	Always an Energy Supplier, until start of MOWA process where the Grid Company drives
DE	<p>In case of a move out without a move in, in Germany, after 6 weeks (households) the “Supplier of Last Resort” takes over from the move out date. The Customer is in this case, when no other Customer is found, the owner of the object.</p>	Always an Energy Supplier
DK	<p>We have a move out process in Denmark. The Customer will be removed from the Accounting Point, but the Energy Supplier will continue as responsible for the Accounting Point (and any consumption) until there comes a new move-in on the Accounting Point or the Energy Supplier sends an “end of supply”.</p> <p>A third possibility is if the Grid Company closes down the Accounting Point.</p>	Always an Energy Supplier, unless disconnected
ES	<p>Each Accounting Point in Spain has always an Energy Supplier. Therefore, when you move, you just need to change the contract holder, and this is very simple: new tenant can do it by a simple telephone call to the Energy Supplier (less than 2 minutes).</p> <p>In Spain, consumers avoid cancelling a contract with an Energy Supplier because this implies two relevant things:</p> <ul style="list-style-type: none"> • The Grid Company disconnects the Accounting Point and removes the meter. • When you want to make a new contract, it’s probably you must update your residential installation (it’s costly) because the regulation rules changed several years ago. Moreover, you must pay some fees. 	Always an Energy Supplier, unless disconnected

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FI	<p>The situation in Finland is as follows: The Move In automatically ends the old contract, but a Move Out can also be initiated separately by the current Customer. If there is no new contract, it's up to the Grid Company to decide how to handle the energy consumption at the Accounting Point. Some Grid Companies cut off the energy flow immediately, some let the situation remain for a while in order to wait if there is a Move In. If the energy flow is not cut off after the Move Out, the consumed energy will be a loss for the Grid Company.</p>	the Grid Company
NO	<p>The Norwegian process is: when the Grid Company receives “Customer Move Out” from the Energy Supplier, the Grid Company decides whether to disconnect the Accounting Point or wait for a possible “Customer Move In”. Any consumption in the waiting period is handled as Grid Loss.</p>	the Grid Company
PL	<p>In Poland the process depends on the Grid Company. We allow a Move out without an immediate Move in.</p> <p>Since we have two different contract models in Poland, then we have also different ways of doing, that is:</p> <ol style="list-style-type: none"> 1. complex agreement (electricity and distribution): <p>In such situation when the Grid Company gets Move out from the Energy Supplier, then they go to the field and close the Accounting Point.</p> <p>The Grid Company decides whether to close the Accounting Point immediately or wait for a possible “Customer Move In”.</p> 2. two separate contracts: electricity contract and distribution contract: <p>In such situation the Customer must “move out” both contracts (inform separately the Energy Supplier and the Grid Company or give the power of attorney to the Energy Supplier to do everything).</p> <p>If the Grid Company gets only an “End contract” from the Energy Supplier, then the Grid Company assigns for that Accounting Point another Energy Supplier (of last resort).</p> <p>Any consumption in the “waiting period” is handled as Grid Loss and is compensated in a distribution tariff or is considered as an illegal energy consumption.</p> <p>After implementing data hub, we will have one common rule for that process, but unfortunately nothing is going to change when it comes to the market model – still two options.</p>	the Grid Company

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SE	<p>Sweden has the same solution as in Norway today. There are few disconnections because the Grid Company can move in the Customer back in time.</p> <p>When the data hub is in place, changes back in time isn't desirable (move in back in time is permitted) and the Grid Company will therefore have an incentive to disconnect the meter when there is no ongoing delivery. The majority of the electricity meters are equipped with the remote connection/disconnection.</p>	the Grid Company
SI	<p>The Customer, who is Moving out in Slovenia, has 3 options:</p> <ol style="list-style-type: none"> 1. Cancel the Supply contract to the Energy Supplier. The Energy Supplier sends the Grid Company a notice of cancelation of the energy contract and the procedure follows up to disconnection. The old Customer and energy Supplier are at the Accounting Point until disconnection or starting a Move In by new Customer. 2. Cancel the Grid use contract to the Grid Company directly or via the Energy Supplier to the Grid Company. The Accounting Point is then disconnected at the required day, determined by the old Customer. The old Customer and his Energy Supplier are at the Accounting Point until disconnection or starting of a Move In by a new Customer. 3. Do nothing and wait for a new Customer to Move In. The old Customer and Energy Supplier are at the Accounting Point until disconnection (if it is not payed) or move in by a new Customer. <p>Getting a Move In request from the new Customer terminates the upper process Move Out and disconnection and has a higher priority.</p> <p>A new Customer can make a Customer switch up to 30 days back in the past (energy law). In practice even more, if all parties (the Grid Company, new Customer, old Customer, new Energy Supplier and old Energy Supplier) agree with that. It should be a payable service for a period of more than 30 days.</p> <p>In Slovenia we cannot have an Accounting Point without an Energy Supplier.</p> <p>We just have a speciality, possible just in case the Accounting Point is not accessible for a longer period (approximately more than 45 days) for the Grid Company to disconnect. From then on, it is still the old Customer's responsibility, but the Energy Supplier is not the old Energy Supplier but the Grid Company.</p> <p>The old Customer is always responsible until disconnection or Move in by a new Customer.</p>	Always the old Energy Supplier, unless disconnected