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| <b>Memo:</b> Survey Suppliers change within 24 hours<br><b>Date:</b> April 27 <sup>th</sup> , 2018 |  <b>European forum for energy Business Information eXchange</b> |
| <b>Version:</b> v1r0A  | <b>MDS</b> ebIX® working group for <b>Master Data Structuring</b> and harmonisation in the European energy market                                  |

## Survey: Suppliers change within 24 hours

Under current European legislation, Member States must ensure that consumers can switch suppliers within 3 weeks. Germany has implemented this obligation in the EnWG since years.

In the strategy paper “A bridge to 2025” of September 2014, it was proposed to establish common criteria for a well-functioning end customer market and to develop a roadmap. The goal is to create a competitive, reliable and innovative end customer market by 2025. In this context, a requirement has been formulated to allow a reliable supplier to change within 24 hours by 2025. A prerequisite is, that the cost benefit analysis will be positive. In Germany, the regulator formed a working plan for the next steps of deregulation, named “winter package” in December 2016. One item is the cut back of the supplier change process, perhaps in 24 hours.

In Germany, the study for a supplier change within 24 hours started in the energy association BDEW, how to implement this 24-hour supplier change and if it is useful for our market.

We would like to know what is implemented or planned in the other countries and if there are special conditions (restrictions, payments etc.) exist by law or regulator for such a short supplier change.

| Country | Suppliers change within 24 hours basically possible: |   |                |                    |              | Shortest possibility for a supplier change (implemented) |  | Conditions for supplier change in general for:<br>1. Suppliers<br>2. DSO<br>3. Customer | Additional Information (e. g. Link to documents) |
|---------|--|---|----------------|--------------------|--------------|--|--|---|--|
|         | Yes  |   | No             |                    |              | On-going   | In planning  |   |  |
|         | <i>In Use (means for: switching process)</i>         | <i>Not in use (means you use 1-day contracts)</i> | <i>Planned</i> | <i>Not planned</i> | <i>Other</i> |  |  |   |  |
| Austria |  |   |                |                    |              | 3 weeks maximum  | Information not available (under responsibility of regulatory authority) |   |  |

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| Belgium |  |   |  | ✓                  |              | 21 calendar days   |             | <ol style="list-style-type: none"> <li>The 21 calendar days include 14 days of regret period for the customer. The supplier is responsible for identifying the MP ID.</li> <li>The last 7 calendar days are used for sending meter reading card from the DSO.</li> <li>After 14 calendar days, the switch cannot be cancelled.</li> </ol>  | <a href="#">Ediel model voor de geliberaliseerde energiesector in Belgie</a>   |
| Croatia |  |   |  |                    |              |  |             |  |  |
| Denmark |  | ✓   | January 2021; Waiting for the smart meter roll out |                    |              | 10 days  |             | <ol style="list-style-type: none"> <li>Supplier has identified the Metering Point and customer contracted. Send Metering Point ID, customer ID and switch date (next day) directly to the DataHub (central Metering Point Administrator). Has to update customer master data before end of cancellations period</li> <li>Not involved in the switch, but has to deliver consumption statement on the supplier switch date</li> <li>Contract with supplier</li> </ol> <p>There is a roll back process for incorrect switches.</p> | <a href="#">Business processes for the Danish electricity market</a><br><br>Or go to <a href="https://en.energinet.dk/El-ectricity/DataHub">https://en.energinet.dk/El-ectricity/DataHub</a> |

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| Germany |  |   |                |                    | In study     | 3 weeks   | Cut back by 3 days to 2.5 weeks   | <b>Cut Back by 3 days:</b><br>1. Supplier must send his change-message with the delivery (metering) point ID<br>2. DSO hasn't to identify the delivery (metering) point with other criteria than metering point ID. The grid checks if the MP is free for switch and the old supplier can object.<br>3. There must be a signed contract before the switch document is sent   |   |
| Finland |  |   |                |                    |              | Basic case contract starts after 14 days. Asynchronous information exchange, the supplier change process takes 5 business days. | Datahub: Basic case contract starts after 14 days. Synchronous information exchange. Information about the agreement's approval or rejection will be returned to the supplier in real-time directly from Datahub. | 1. Suppliers' primary tasks in Datahub are the initiation of contract processes and the maintenance of customer information. Supplier authorised by a customer can check valid accounting point, grid service product and metering data before drawing up a contract.<br>2. DSO primary tasks in Datahub include the maintenance of accounting point, grid agreement and grid agreement product data, as well as the maintenance of structural data required for imbalance settlement, such as exchange points and production units.<br>3. The Supplier makes an sales contract with a Customer. | <a href="https://www.ediel.fi/en/datahub/business-processes/documentation">https://www.ediel.fi/en/datahub/business-processes/documentation</a> |

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| Norway          |  |  | ✓              |                    |              | 6 working days   | 1 day for continuous settled MPs and 3 working days for profiled settled MPs | 1. The regret period for the customer must be handled by the supplier before the switch request is sent to the DSO. The supplier is responsible for identifying the MP ID. The supplier is responsible for having a valid meter stand (to day no older than 6 to 20 working days before the switch date – when Elhub is operational latest 3 months before the switch days).<br><br>2.  |   |
| The Netherlands | Yes  | It is possible system wise but did not hear for such contracts |                |                    |              | One day for small users (domestic, small companies). For big industrial it is 5 days for sourcing reasons. |  | 1. Supplier has identified the Metering Point and customer contracted. Send Metering Point ID and switch date (next day) directly to the (central) Metering Point Administrator<br>2. No involvement<br>3. Sign contract<br><br>When an error switch occurred, the suppliers involved arrange the correct situation and keep the customer out of pain (settle financially between them).<br><br>There is a central contract register that must be checked upfront by the new supplier to see the switch will lead to contract breach. If so the supplier has to inform the customer and potentially change contract date or the customer may have to pay a penalty for contract breach to the old supplier. The regulator stated that there is a maximum of € 50 per contract year. | Move can be done within the same day.<br>Documents in Dutch: Information code from regulator (ACM) on:<br><a href="https://www.acm.nl/nl/publicaties/publicatie/14457/Informatiecode-Elektriciteit-en-Gas">https://www.acm.nl/nl/publicaties/publicatie/14457/Informatiecode-Elektriciteit-en-Gas</a><br>and Market process models on:<br><a href="http://www.nedu.nl/portfolio/klantprocessen/">http://www.nedu.nl/portfolio/klantprocessen/</a> |

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| Poland  |  |   |                | ✓                  |              | 21 calendar days   | 14 calendar days in 2021 (after implementing the ebIX standard adapted to the conditions of Poland) | <ol style="list-style-type: none"> <li>Supplier has identified the Metering Point and customer contracted. Send Metering Point ID and switch date to DSO as a Metering Point Administrator. Supplier, authorized by a customer, can send upfront request for MP characteristics (distribution parameters) before making a supply contract.</li> <li>Involved in the supplier change (i.e. confirms or rejects the request for change the supplier), after that has to deliver consumption statement on the supplier switch date.</li> <li>Sign one complex contract with the Supplier or two separate contracts: one with the Supplier (electricity) and the other one with DSO (grid).</li> </ol> |  |

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| Slovenia |  |   |                | ✓                      |   | Once per month.  | Supplier change will be done from 1 up to 21 days. | <ol style="list-style-type: none"> <li>Supplier authorized by customer can get customers MP characteristics and consumption from DSO's hub. Supplier has to conclude a supply contract with customer. Supplier send a request for Supplier change to DSO's hub.</li> <li>DSO as a Metering Point Administrator provide a hub with a MP characteristics, consumption, reject or confirm Supplier change and a meter readings.</li> <li>Customer conclude a supply contract with a Supplier. The 48 % of customers, without automatic meter reading (AMR), must allow the DSO manual meter reading for Supplier change.</li> </ol> |   |
| Sweden   |  |   |                |                        | With present regulation, it is not possible to switch supplier within 24 hours, but with the data hub it's possible and it's suggested to be changed from 2 weeks to 1 day. Remains to be seen what's decided by the authorities. | 2 weeks  |  | <p>With implemented data hub:</p> <ol style="list-style-type: none"> <li>Supplier has identified the Metering Point and customer contracted. Send Metering Point ID and switch date (next day) directly to the data hub (central Metering Point Administrator)</li> <li>No involvement</li> <li>Sign contract</li> </ol>   |   |