


Memo: Survey Suppliers change within 24 hours Date: January 2 nd , 2019	 European forum for energy Business Information eXchange
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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: 1. Suppliers 2. DSO 3. Customer	Additional Information (e. g. Link to documents)	Can a supplier change be reversed? If yes, how?
	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)			

Denmark		✓	January 2021; Waiting for the smart meter roll out			10 days		<ol style="list-style-type: none"> 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 Not involved in the switch, but has to deliver consumption statement on the supplier switch date Contract with supplier <p>There is a roll back process for incorrect switches.</p>	Business processes for the Danish electricity market Or go to https://en.energinet.dk/Electricity/DataHub	<p>Yes, and also back in time (time limit normal up to the 1. Invoice has been accepted by the customer)</p> <ol style="list-style-type: none"> Until 3 days before switch date can the Supplier send a cancellation request to DataHub and if accepted then the change of supplier is cancelled. The current supplier can make a request in the DataHub. Information is sent to "old" supplier. He must accept the rollback except if he can prove that the contract has been ended. If the old supplier doesn't respond to the request within 5 days he will automatically get the customer back. The customer can through a website request a cancellation himself. This request will end up in one of the above situations.
Finland						Basic case contract starts after 14 days. Asynchronous information exchange, the supplier change process takes	Datahub: Basic case contract starts after 14 days. Synchronous information exchange. Information about the	<ol style="list-style-type: none"> 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. 	https://www.ediel.fi/en/datahub/business-processes/documentation	<p>Yes, supplier change can be canceled. Agreements are cancelled for the purpose of correcting erroneous agreements and when the customer exercises its statutory</p>

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						5 business days.	agreement's approval or rejection will be returned to the supplier in real-time directly from Datahub.	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. 3. The Supplier makes an sales contract with a Customer.		cancellation right in home and distance sales. Cancellation may be carried out before the agreement starts or retrospectively after the agreement starts. The cancellation process for these two events are processed in Datahub in different ways.
Germany					In study	3 weeks	Cut back by 3 days to 2.5 weeks	<u>Cut Back by 3 days:</u> 1. Supplier must send his change-message with the delivery (metering) point ID 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. 3. There must be a signed contract before the switch document is sent		Not via a special process, but with the normal switch process the customer can be switched back to his supplier using the normal switch process time frames. Or, by 'gentlemen agreements' between the suppliers and the grid there is a manual process not described as long as the balancing not has been settled.

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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.		<ol style="list-style-type: none"> 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 No involvement Sign contract <p>When an error switch occurred, the suppliers involved arrange the correct situation and keep the customer out of pain (settle financially between them). 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.</p>	<p>Move can be done within the same day.</p> <p>Documents in Dutch: Information code from regulator (ACM) on: https://www.acm.nl/nl/publicaties/publicatie/14457/Informatiecode-Elektriciteit-en-Gas and Market process models on: http://www.nedun.nl/portfolio/klantprocessen/</p>	Not via a special process, but with the normal switch process the customer can be switched back to his supplier the next day. There are 'gentlemen agreements' between suppliers how to handle the intermediate time in such a way that the customer is not bothered.

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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).		Can be cancelled by the Balance Supplier latest 1 day before switch date for continuous settled MPs and latest 3 days before switch date for profiled settled MPs. In case of error, the supplier switch can be reversed at a later stage.

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Poland					Discussed in relation to future datahub implementation.	21 calendar days	14 calendar days (after implementing the ebIX standard and Central Information Exchange System)	<ol style="list-style-type: none"> Supplier has identified the Metering Point and customer is contracted. Supplier sends 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 before making a supply contract. Involved in the supplier change (i.e. confirms or rejects the request for change the supplier), after that has to deliver meter reading on the supplier switch date. Sign one complex contract with the Supplier or two separate contracts: one with the Supplier (electricity) and the other one with DSO (grid). 		<p>Cancelling supplier switch will be possible after approving changes in Distribution Codes of DSOs by the Regulator. Energy Supplier will be able to cancel supplier switch the latest 5 days before effective date of confirmed supplier switch. For the moment each DSO operates individually in that area.</p>

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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"> 1. 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. 2. DSO as a Metering Point Administrator provide a hub with a MP characteristics, consumption, reject or confirm Supplier change and a meter readings. 3. 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. 		Supplier change can be reversed with written approval of new supplier, old supplier and customer. Supplier change can be reversed if an old supplier present a proof for reverse, or it is decided by authority (Regulatory authority decision).

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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		With implemented data hub: 1. 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) 2. No involvement 3. Sign contract		With present regulation it is possible to reverse a supplier switch at the latest four days before the delivery start time. With the data hub it's suggested to be possible to reverse a supplier change at the latest the day before the delivery start time. This means that a supplier switch in a 24 hour case must be cancelled the same day it's been registered. Retroactivity will hence be minimised, but will in theory still be possible if all concerned actors agree upon the retroactive event. However is a retroactive reverse suggested to be operated only by data hub personnel on the concerned actors' behalf.