

Your contact with electricity companies



page 2 Electricity options available to you

page 4 Your electricity consumption (meter reading facts)

page 6 You're moving in (what to do with your contracts)

page 8 You're moving out (what to do with your contracts)

page 10 When you can't agree

Electricity options available to you

You have two contracts – one with an electricity network operator and one with an electricity supplier



As a customer, you have two separate contracts. One contract is a network contract that you have with the electricity network operator that owns the power transmission and distribution network where you live. The other contract is an electricity supply contract that you have with the company from which you buy your electricity – your electricity supplier.

If the electricity supplier and the network operator are part of the same group, you will usually receive just one invoice. Otherwise you receive two invoices – one from the network operator and one from the electricity supplier.

This is what you pay for – what are your options?

The power transmission and distribution network – you cannot choose a network operator – the fuse rating affects the cost

The network operator charges you for the operation and maintenance of power lines. You often pay a subscription fee and a base rate charge for every kilowatt hour (kWh) of electricity that you consume. Your subscription fee depends on the fuse rating, which is a measure of the maximum amount of electricity you can use at any one time. To find out if you have the right fuse rating in your home, consult a qualified electrician or your network operator. If you live in an apartment, you won't normally be able to change the rating of the fuses.

Since you cannot choose a network operator, you cannot shop around for the best operator price.

The electricity you use – you choose your electricity supplier

Your electricity supplier charges you for the electricity you use. It will offer you a choice of contracts, e.g. for electricity at a fixed price or a variable price. Normally it will also charge a fixed annual fee. If you sign a contract for electricity at a fixed price, this contract will be binding for the duration of one, two or three years. A variable price follows developments in the electricity market and changes without any prior notification.

You can choose which electricity supplier you wish to buy from.

Everyone has to pay taxes, RECS fees and other fees to authorities

In addition to what you pay the network operator and your electricity supplier, you will have to pay an energy tax, an RECS fee (Renewable Electricity Certificate System that encourages the use of environmentally-friendly electricity), other fees payable to authorities (for electrical safety, network monitoring and stand-by electricity) plus VAT. The energy tax varies throughout Sweden and the RECS fee varies from one electricity supplier to another. VAT and other fees to authorities are the same throughout Sweden.



Signing an electricity supply contract – cancel your old contract in time

You can sign a new electricity supply contract with your present electricity supplier or change to a new supplier. It is important that the person in your family who signed the network contract also signs the new electricity supply contract. The same person must sign both contracts.

Since you have to cancel your old contract, you should first check whether you already have a fixed-term electricity supply contract. Find out how much notice you need to give to cancel your contract. The period of notice can vary. Some contracts are extended automatically if you do not cancel the contract in time. If you break a contract before it comes to an end, you will probably have to pay a penalty.

If you have a fixed-term electricity supply contract, your electricity supplier must inform you between 90 and 60 days before your contract expires. The electricity supplier must also notify you that you will remain its customer and the terms for this. If you wish, you can choose a different supplier.

If you decide to change to a different electricity supplier, you must contact the new supplier. If you want the change to be effective from the start of the following month, contact the supplier well in advance so that they can notify the network operator of the change by the 15th of the month.

This only applies when you change to a new electricity supplier. It does not apply when you renegotiate your contract with your current supplier.

The change always comes into effect on the first day of the month.

When you change electricity supplier, the network company will come and read your electricity meter to ensure that the final invoice you receive from the supplier you are leaving is correct. The person who comes to read your meter will need



to have access to your home if the meter is inside. Or, you can contact your electricity network company to ask if they will let you read the meter yourself. You will be sent a written confirmation that you have changed supplier.

Your new electricity supplier will require these details

- your Swedish ID number
- name, address and phone number
- the date on which you want your new contract to take effect
- electrical system specification and area specification

These details can be found on the invoice from your electricity network company.

If you do not sign any other electricity supply contract, you will automatically pay a current rate

If you decide not to sign an electricity supply contract with a fixed or variable rate, you will pay what is called a current rate. The current rate is not limited to a specific period of time and it can therefore change. If your electricity supplier changes the current rate, it must inform its customers of this change 15 days before the change is made. It normally does so by placing a notice in the most widely distributed local daily newspaper in your area.

Your electricity consumption (meter reading facts)

The network operator is responsible for reading your meter – information for your invoice

Your meter records the amount of electricity you use. It is measured in kilowatt hours (kWh) and the numbers displayed on your meter show how many kilowatt hours you have used. Your network operator is responsible for reading your meter at least once every twelve months. This way, the network operator and electricity supplier know how much electricity you have used and you are charged the right amount.



Two ways to read your meter – manually or automatically

A meter reader from the network operator reads your meter manually. Usually, the meter is easily accessible for reading. But if the meter is inside your home, you will need to let the person in to get the reading. If you are not at home, the network operator will normally send you a card so that you can read the meter yourself, fill in the card and return it to the operator. Or, you can contact your electricity network company to ask if they will let you read the meter yourself.

The second option is remote reading. This means that the network operator can read your meter automatically without having to come to your home.

Must be read every year – if you change supplier – if you move

Your network operator is responsible for reading your meter on the following occasions:

- at least once every twelve months
- if you get a new meter
- if you change electricity supplier
- if you move

You are charged for estimated consumption – adjusted each year

Your meter must be read every twelve months. An estimate is made of how much electricity you use so that you can be charged for your electricity between readings (e.g. each month). This estimate is calculated using the most recent record of your electricity consumption – in other words, the amount of electricity you used in the previous year. The invoices you receive during the year are based on this estimated amount.

When your meter is read, the figures are checked to make sure you have paid for the electricity that you have used. You will be sent an adjustment invoice that shows whether you need to pay more or less.

Keep a check on your electricity consumption and remember to report

It's a good idea to read your meter regularly. Especially if you have changed heat source, or if you have made some other major change that affects your electricity consumption. Remember to report any such changes and your meter reading to your network operator. That way, you will be charged correctly for the electricity you use.

This affects your electricity consumption

The electricity you use at home is usually divided up into household electricity, electricity for heating and for hot water. The amount used depends on:

- the heat source in your home
- the weather and seasons
- if you economise on the use of electricity
- how often and how long you use household appliances
- the size of your home (conversions and extensions affect consumption)
- how well insulated your house is
- hot water consumption
- the number of people in your family

Saving electricity

Local authorities have energy advisors who can help you cut down on the amount of electricity you use. Your local consumer advice officer also knows where you can seek advice and help. Things to consider:

- fridges, freezers and other appliances use electricity even when you are not at home
- the amount of electricity you use may differ greatly from what your neighbour uses
- you have the ultimate responsibility for the amount of electricity you use



You're moving in (what to do with your contracts)



You have two contracts – a network contract and an electricity supply contract

As a customer, you have two separate contracts. One contract is a network contract that you have with the electricity network operator that owns the power transmission and distribution network where you live. The other contract is an electricity supply contract that you have with the company from which you buy your electricity – your electricity supplier. If the electricity supplier and the network operator are part of the same group, you will usually receive just one invoice. Otherwise you receive two invoices – one from the network operator and one from the electricity supplier.

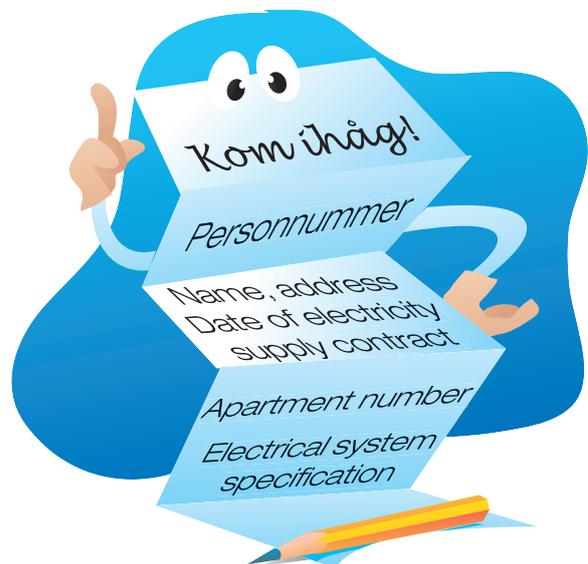
Notify your new network operator in good time before moving into your new home

The network contract is tied to a certain address and cannot therefore be moved to a new address. Notify the network operator of your new address (sign a contract with the network operator) well before you move into your new home. You may be charged a transfer fee when you move.

Your network operator will require these details when you move

- your Swedish ID number
- name, address and phone number
- the date when you want to start using electricity
- apartment number
- information about who lived there before you – if you know

If you are moving into a new home with another person, you must notify which one of you is responsible for the contracts, as both the network contract and the supply contract must be signed by the same person.



Have an electricity supply contract with an electricity supplier

Contact your present electricity supplier to find out if you can keep your electricity supply contract. If you want to choose a new electricity supplier, you must sign a contract before your network contract comes into effect.

If you do not sign any other electricity supply contract, you will receive electricity from a default electricity supplier.

If you do not sign an electricity supply contract, the network operator has a legal responsibility to ensure that you receive electricity from an electricity supplier. You will buy your electricity from this default electricity supplier until you sign another supply contract.

Your network operator must send information about which electricity supplier has been allocated to you and how you change supplier.



Your electricity supplier will require these details

- your Swedish ID number
- name, address and phone number
- the date when you want to start using electricity
- electrical system specification and area specification

Your network operator can help you with the system and area specifications.

You're moving out

(what to do with your contracts)

You have two contracts – a network contract and an electricity supply contract



As a customer, you have two separate contracts. One contract is a network contract that you have with the electricity distribution network

operator that owns the network where you live. The other contract is an electricity supply contract that you have with the company from which you buy

your electricity – your electricity supplier. If the electricity supplier and the network operator are part of the same group, you will usually receive just one invoice. Otherwise you receive two invoices – one from the network operator and one from the electricity supplier.

Cancel both contracts one month in advance

You are liable for payment up to one month after you have given notice that you are moving home. You must therefore give notice to cancel both your network contract and your electricity supply contract at least one month before you move, unless the contracts state otherwise. To cancel the contracts, contact the operator's and the supplier's customer service departments or fill in the "Moving Home" forms on their websites. You are usually required to submit written notice of cancellation.

You may be charged a transfer fee when you move.

You must provide the following information when you cancel the contracts

- your Swedish ID number or customer number
- name and phone number
- new address to which your final invoice should be sent
- the date when the contracts should be terminated
- if possible, the name of the person who is moving into your old home, or the name of the landlord or property owner
- electrical system specification (on the invoice from your network operator)

Reading the meter

The network operator is responsible for reading your meter to make sure the amount shown on your final invoice when you move is correct. The person who comes to read your meter will need to have access to your home if the meter is inside. Or, you can read the meter yourself, if you, the person moving in and your network operator all agree to this. It is a good idea to ask the new tenant or owner to contact the network operator.



Contracts end – contact your network operator – sign an electricity supply contract

The network contract is tied to a certain address and cannot therefore be moved to a new address. Contact your new network operator before you move into your new address.

Your electricity supply contract expires too, but you can ask your electricity supplier if you can keep the same contract for your new address. Otherwise you are fully entitled to choose another one.

If family circumstances change

When couples separate and one person stays – contact the network operator and the electricity supplier

The contracts are personal to the individual. This is therefore not obviously the case that a contract, signed by one person, can be taken over by someone else in the household without the consent of the operator and supplier. Please contact your network operator and electricity supplier.

Obligation to pay any outstanding invoices

The person who signed the contracts is liable to pay for the services they receive. If you have any debts, they will not be cancelled when you move home.

In the event of death – contracts end, contact the network operator and the electricity supplier

The contracts expire when notification is given of the death of the person whose name is on the contracts. If the relatives of the deceased remain at the same address, they must sign new contracts with the network operator and the electricity supplier.



When you can't agree

The terms and conditions between you and your electricity supplier and between you and your network operator comply with the general terms and conditions for contracts (ALLMA). These have been drawn up jointly by the Swedish electricity industry and the Swedish Consumer Agency.

If there is a matter which you and your supplier or network operator cannot agree on, you can seek advice from:

- your local consumer advice officer
- The Consumer Electricity Advice Bureau,
www.elradgivningsbyran.se
tel. +46 (0)8-450 92 92
- The Swedish National Board for Consumer Complaints,
www.arn.se, tel. +46 (0)8-555 017 00



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