

Summary of amendments – Terms of network service 2024

The terminology across the terms has been harmonised with other terms and conditions as well as the amended Electricity Market Act. The sections of law have also been updated and the references to sections of law have been replaced with general references to legislation.

1. Scope of application and definitions

1.6. Added electricity storages as a customer type.

1.7. Updated the connection point in the terminology.

1.23., 2.6.1. Moving forward, the price list potentially appended to the contract can also be presented electronically on the distribution system operator's website or in another, separately agreed place. Furthermore, the service price list was made fully separate from the contract. Moving forward, adding a link to the contract confirmation, through which the customer will find the price list valid at any given time, will suffice.

1.24., 15.10. The use of electronic services was developed in a way that enables the contract confirmations and notifications of changes to prices and terms to be primarily sent to the customer electronically and, upon the consumer's request, on paper, free of charge. The user must be informed of the existence of the notification in the electronic services, as well as of the key content of the notification in a way agreed in advance, for example by email or text message. In addition, the DSO must clearly and comprehensibly inform the consumer of the right to use paper-based services by means of a contract confirmation.

1.26. Added the definition of the imbalance settlement period and noted the change of the imbalance settlement period from an hour to a quarter of an hour.

1.27. Updated remotely readable metering equipment in the terminology.

1.28. Removed the section of the previous terms concerning compliance with the Electricity Market Act, as operators must comply with the law.

2. Concluding a network contract, and the user's other contracts for electricity purchasing or generation

2.4. The contract holder for the sales contract and the network service contract must be the same user.

2.6.2. Removed mention of the binding nature of the electronic contract. An electronically concluded contract is binding.

Removed the requirement to inform the consumer of the energy consumer's checklist in connection with the contract or the contract confirmation, as well as the website address of the Energy Authority where it is available.

Added the option of also sending a contract confirmation in accordance with Section 1.23 electronically without a separate contract. The contract confirmation must be sent either to the address of the delivery site, to another address indicated by the user or to another agreed channel of communication.

2.10.1. The time restrictions for electricity supply no longer need to be agreed in writing.

3. Security and advance payment

3.11. Clarified the section by excluding consumers from pre-invoicing.

4. Electrical equipment

4.6. Added a new clause of terms, according to which the same electrical equipment cannot be part of more than one place of electricity use simultaneously or alternatively. However, this clause of terms does not apply to the places of electricity use, nor to the places of electricity generation with a nominal capacity of up to 100 kVA or less, which are metered by the same electricity meter of the DSO in accordance with the legislation on metering.

4.7. With regard to sub-measurements, it is noted that electrical installations shall be carried out in such a way that the interruption of electricity supply to one place of electricity use does not affect the electricity supply to other places of electricity use, unless otherwise separately agreed. This clause of terms does not apply to the places of electricity use, nor to the places of electricity generation with a nominal capacity of up to 100 kVA or less, which are metered by the same electricity meter of the DSO in accordance with the legislation on metering.

4.8. It is noted that the electricity use or generation at the place of electricity use shall not exceed the maximum current (fuse size) or the agreed maximum capacity specified in the network contract or connection contract. If the network contract specifies a lower maximum current or maximum capacity than the connection agreement, the lower maximum current or maximum capacity shall apply.

4.9.2. Added electric vehicle charging equipment and energy storage systems to the list of equipment requiring advance clarification.

4.11. Specified that the user contracting parties shall notify without delay each other of all faults and disturbances they have detected in their electrical installations and equipment.

5. Special requirements concerning the electricity generation installations

5.3.1. Added a new requirement of the Electricity Market Act for a simple notification procedure for a generation installation with nominal capacity not exceeding 10.8 kW.

5.4. Specified that the user must present to the DSO an account of the condition and conformance of the electricity generation installation clearly and understandably, in a manner commonly used in the industry.

6. Metering of electricity and the metering equipment

6.1. Clarified that the DSO shall not be responsible for organising metering of the internal distribution of electricity use.

6.8. Updated the reference to legislation and, in line with current practices, added 15-minute metering as a metering service in accordance with the general time divisions.

7. Reading of the meter and transfers of metering data

7.4. Added that the DSO is also entitled to estimate the metering data of electricity generation.

8. Invoicing and payments

8.1.1., 8.1.2. Updated the clauses concerning the DSO's invoicing to comply with the new legislation and procedures during the data hub.

8.6., 8.6.1., 8.6.4., 8.6.5. Clarified the definition of a metering error.

8.6.4. If the DSO corrects the user's invoicing on behalf of the vendor with regard to the sales invoice, the sale price of the correction shall be the public price according to the DSO's price list, which is based on the Nordic electricity exchange's Finnish area prices.

9. Interruption of network service

9.2.3., 9.2.4., 9.2.5. Noted the new operating model of Section 102 of the Electricity Market Act concerning situations in which the customer's electricity contract is terminated for reasons attributable to the vendor, for example due to the vendor's bankruptcy. The DSO may not interrupt its provision of network service to the consumer before the Energy Authority has, by its decision, transferred the consumer's electricity supply to the vendor with the obligation to deliver.

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10. Commencement of, and delay in, network service

10.1. Added to the section on the prerequisites for commencing the network service that the term references 2.3 and 2.4 are exemplary.

10.3.1. Specified that no compensation shall be paid for damages caused by delay in commencement of the network service if the commencement of the network service is delayed because the user has not confirmed to the DSO the enabling of a safe connection of electricity supply when requested by the DSO.

12. Compensation for damage

12.6. Clarified that the consumer's right to receive compensation for damage caused to their family or family member applies to those living in the same place of electricity use.

14. DSO's liability to pay standard compensation

14.4., 14.5. Updated the new standard compensation limits, which entered into force on 1 January 2024, to comply with the Electricity Market Act and harmonised the terminology to correspond to that used elsewhere in the terms.

15. Changing the terms of contract and prices

15.10. Amended section 15.10. as described above, taking into account the different ways of using the services and agreeing on them.

17. Expiration of the network contract

17.9. For clarity, international sanctions are noted in the terms concerning the termination of the contract. Moving forward, the immediate termination of the network contract will be possible at the discretion of the DSO when the user is subject to international sanctions imposed by legislation or by the authorities. In addition, the DSO shall be entitled to demand that the user compensate for any damages incurred by the DSO as a result of the termination of the contract.

17.11. Updated Section 17.11. to reflect industry practices.

19. Settling matters under dispute

19.2. Added the right of business customers in accordance with the law to bring any disputes derived from the interpretation of the contract to the Energy Markets Disputes Board for consideration.

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