

*THE DSO ACTIONS WHEN THE CUSTOMERS DO NOT
PROVIDE THE ACCESS TO THE MEASURING EQUIPMENT*

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WHY DOES THE DSO NEED ACCES TO MEASURING EQUIPMENT?

- Reading of the measurement equipment indications and visual inspections;
- Installing / uninstalling the measuring equipment for the purpose of periodic metrological verification or conducting extrajudicial expertise.

WHAT ARE THE DSO'S RIGHTS IN CASE ACCES IS NOT PERMITTED?

- To inform the supplier for issuing an invoices based on the estimated volume determined by the system operator, for a period not exceeding 3 months.
- To ask for police or ANRE support
- To issue an disconnection warning
- To issue a prescription for changing the measuring equipment out of the consumer propriety
- To disconnect the consumer
- To initiate a legal action in the court

ESTIMATED VOLUME

- The DSO have the right to inform the supplier for issuing an invoices based on the estimated volume of natural gas consumption determined by the system operator, for a period not exceeding 3 months. Furthermore, the supplier and the system operator are required to contact the end consumer to ensure access to the measuring equipment. If the end consumer does not pay the bill and does not respond to their requests, as confirmed in writing, the supplier will request the system operator to disconnect the installations of the respective end consumer.

TO ASK FOR POLICE OR ANRE SUPPORT

- In case of unjustified refusal to allow access to system operator's personnel to the measuring equipment and to the system operator's installations located on the end consumer's property, the system operator can request assistance from the authorities to obtain access.
- According to the Contraventional Code, the unjustified refusal to provide access to the measuring equipment and/or to the installations of the operator located on the end consumer's property, is subject to a contraventional (administrative) sanction in the form of a fine. The fine can be applied by the Police or by the ANRE.

TO ISSUE AN DISCONNECTION WARNING

- The disconnection warning is dispatched or handed over to the system user at least 5 calendar days before the scheduled disconnection date. Disconnecting the system user's installations on Fridays, Saturdays, and Sundays, on non-working holidays or the day before a non-working holiday, as well as on other days after 6:00 PM, is prohibited.

TO ISSUE A PRESCRIPTION FOR CHANGING THE MEASURING EQUIPMENT OUT OF THE CONSUMER PROPRIETY

- In case of the unjustified refusal of the end consumer to grant access to system operator's personnel at the point of consumption, the system operator documents this fact by drawing up the act of establishing the unjustified refusal and the prescription for the relocation of the measuring equipment, which is to be sent to the end consumer together with the disconnection notice.
- The reallocation should be done by the operator, and all the costs should be supported by the consumer. In case of ignoring the prescription, the DSO is authorised to disconnect the consumer.

* *Only on gas*

TO DISCONNECT THE CONSUMER

- The disconnection is carried out based on the disconnection order issued by the system operator. The personnel of the system operator, who performed the disconnection of the system user's installations, is obliged to draw up the disconnection document in 2 copies, which must specify, as a mandatory requirement, the reason for disconnecting and relevant information regarding the system user's measuring equipment.
- The system operator is required to notify the supplier on the day of disconnection regarding the disconnection of the end consumer's usage installation and to transmit a copy of the disconnection document to the supplier within a maximum of 2 working days from the date of disconnection, regardless of whose initiative the disconnection was carried out.

TO INITIATE A LEGAL ACTION IN THE COURT

- The system operator can initiate legal action in court and request a court decision obliging the consumer to grant access to the measuring point. After obtaining a favourable court decision, the system operator can enforce the judgment through a judicial executor.

ISSUES

- The consumers who live in apartments where disconnection is technically impossible continue to use natural gas or electricity without paying.
- In situations where the meter's metrological verification has expired and the consumer refuses access for its replacement, the accuracy of consumption measurement becomes uncertain. As a result, if access is eventually granted, the DSO may face challenges in accurately calculating the volume consumed through the meter.

Thank you for your attention

