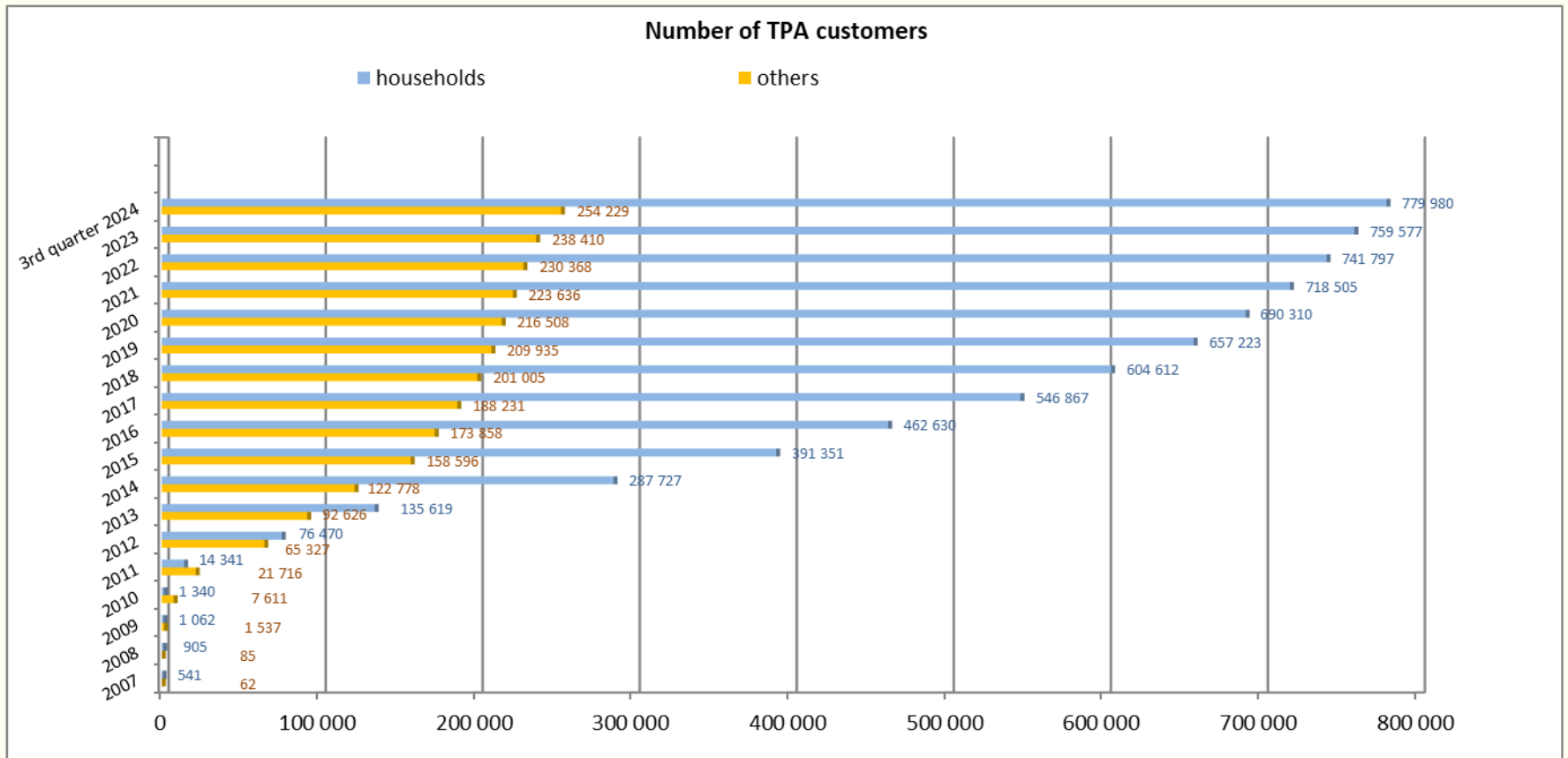


Practical aspects of supplier switching

Polish case study

Since **July 1, 2007** all Polish citizens have the opportunity to choose an electricity supplier.

In **2023** energy delivered to the TPA end-users was 78 746 477 MWh (55,39% of total supply).





Who is involved?

Consumer – has to:

- choose the new supplier,
- sign the contract and
- may authorize the new supplier to act on his behalf

Previous supplier - should just not bother, and should prepare the final settlement at the end of the process

New supplier – has to proceed supplier switching procedure on behalf of and for the benefit of consumer

DSO - responsible for carrying out the procedure in accordance with the agreed rules (regulation, network code) as well as for consumption data accuracy and timely delivery

Regulator – role to be defined later...

Step 1. Consumer chooses the supplier and concludes a sales contract

Main risks:

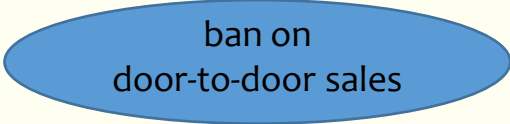
suboptimal choice

unfair commercial practices

setting an unfavorable date of new contract entry into force

Risks mitigation means:

1. Easy access to the list of suppliers with a valid energy trading license and an distribution agreement.
2. Access to a reliable energy price comparison tool.
3. Careful review of the documents and invoices received from the previous supplier,
to know more about consumption amount, consumption pattern, energy prices,
period of the contract and early termination conditions, additional cost and benefits.
4. Possibility to consult an independent body (like regulatory single point of contact).
5. Careful review of the new contract proposal and all accompanying documents.



ban on
door-to-door sales



safe
withdrawal rules

Step 2. Termination of the current energy supply contract

Main risks:

The termination of an electricity sales contract or a comprehensive penalties for early termination of the previous agreement; electricity seller is effected by the SoLR activation – disturbances during activation (ex. no information) and/or authorized by him. high energy prices

Risks mitigation means:

1. Carefull review of the contract and other documents received from the previous supplier.
2. Particular attention should be paid to:
 - the notice period,
 - any contractual penalties for early termination of the contract.
3. The new contract should enter into force on the date of expiry of the previous one.

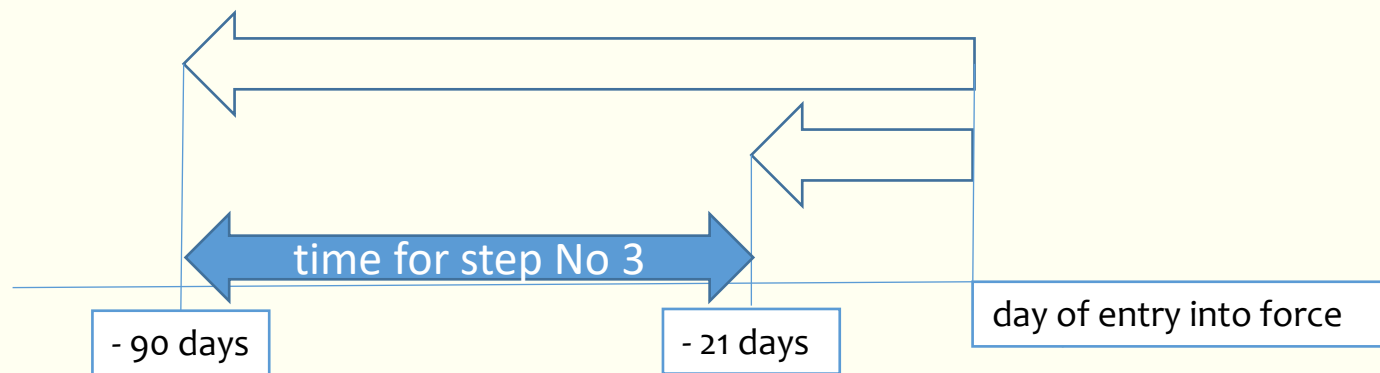
- predefined notice period
- limited early termination cost

NOTE: switching the supplier does not require confirmation of termination of the contract by the previous supplier - any debts that may arise are pursued through legal proceedings

Step 3. New supplier notifies DSO about the conclusion of a contract

The notification shall be submitted no later than 21 days before the planned date of entry into force of the new energy supply agreement.

The notification shall indicate the date of commencement of energy sales (maximum 90 days from the date of submission of the notification).



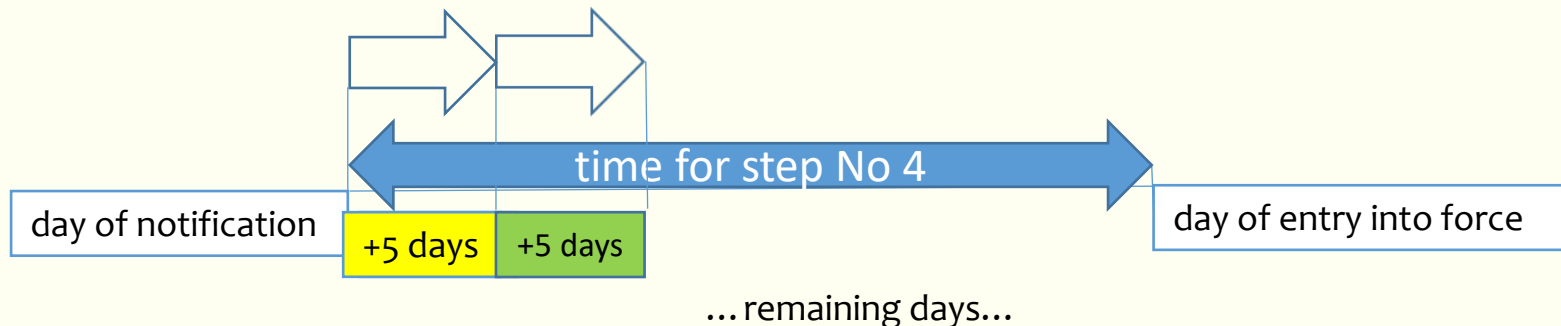
Step 4. DSO verify the new contract notification

The DSO shall verify the notification within **5 business days** of receiving it and inform the new supplier about the result of this verification.

If the errors or formal omissions occurs the DSO informs the supplier about the need to change or supplement this notification. DSO is obliged to indicate all errors or omissions.

In the event of failure of the notification correction within **5 business days**, the DSO verify the notification negatively, informing the new supplier about this.

The process of changing the seller shall then be interrupted.



Step 5. New contract starts

Positive verification of the notification results in a change of supplier - new contract starts no later than within 21 days from the date of submission of the notification, unless a later date is specified in the notification.

The meter reading on the day of the supplier switch is transferred by the DSO to the new and previous supplier - on this basis the final settlement is made.

In the case of meters without data transmission, such a reading may be delayed, but should not take place later than 5 working days after the change of supplier.

Switching the electricity supplier may require the adjustment of metering and billing systems to the technical requirements set out in the regulations. The related costs are born by the metering device owner - in the case of customers connected to the low-voltage network the owner is DSO.

The role of the NRA?

Removing market barriers to final customers' exercise of the right to switch suppliers, by:

- information (webpage, campaigns, single point of contact)
 - PCT handling or supervising
 - efficient complaints handling system,
 - retail market monitoring,
 - active role in discussion on possible improvement of market design
 - new legal regulations or law proposal (where legal initiative is regulatory competence)
- other ideas???

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Energy
Regulatory Office