

INTERRUPTION, TERMINATION AND RESTORATION OF THE ELECTRICITY SUPPLY TO THE CONSUMER IN CZECH REPUBLIC

28.01.2025, Consumer Protection COM Meeting, online

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INTRODUCTION AND LEGAL FRAMEWORK

Distribution system operator (DSO)

- ensures the reliable operation, restoration, and development of the distribution system within the area defined by the license
- only allowed to terminate or interrupt the supply
 - to the **necessary** extent and
 - only for the reasons provided for by law

§ 25/3/c + § 51 of the [Energy Act](#)

[Decree no. 540/2005 on the quality of supplies and services](#)

SUPPLY INTERRUPTION/TERMINATION

PLANNED

- when carrying out planned work on the distribution system or within its protective zone, particularly repairs, reconstructions, maintenance, and inspections.

UNPLANNED

- in emergency situations or when preventing an emergency situation,
- in the case of grid malfunction,

CAUSED BY CUSTOMER

- in the case of unauthorized electricity consumption or distribution,
- in the case of electricity consumption by devices that threaten the quality of supply or the health or life of individuals or property,
- when the customer repeatedly, without a valid reason, prevented access to the metering device.

PLANNED SUPPLY TERMINATION

- Notification
 - in a manner usual in the locality or by electronic communications and
 - publish it in a manner allowing remote access, but
 - at least 15 days in advance
- Not necessary – interruption shorter than 20 minutes
- Obligated to restore the supply immediately after the removal of the cause
- The right to compensation (damages) is excluded
 - Exception: if the DSO
 - fails to notify the interruption or
 - in cases where the failure is demonstrably caused by the distribution system operator or
 - damage caused by late notification
 - **claim damages at court** (not ERO)

UNPLANNED SUPPLY TERMINATION

- Obligated to restore the supply immediately after the removal of the cause
- the right to compensation (damages) is excluded
 - Exception: if the DSO
 - fails to notify the interruption or
 - in cases where the failure is proved to be caused by the distribution system operator
 - to claim the damages: court (not ERO)

SUPPLY TERMINATION CAUSED BY CUSTOMER

- Cases of unauthorized consumption/distribution ([§ 51 of Energy Act](#))
 - Customer has not after notice repeatedly (at least 2x) paid for supply/distribution to their point of consumption
 - Customer consumes electricity without legal ground (no contract)
 - Customer consumes with no meter/biased meter
- Obligation to pay damages + debts to the DSO
- Can lead to complete disconnection – dismantle of the meter – new connection process (new connection agreement)
- Restoration
 - Within 2 work days after receiving payment of all debts and claims (*see next slides*)

[Interpretive Opinion of the ERO 1/2023 on the issue of unauthorised consumption of electricity or gas in case of repeated non-fulfilment of payment obligations](#)

CONSUMER RIGHTS

ERO [Decree on the quality of supplies and services no. 540/2005](#) – entitled to (lump-sum) compensation (not damages = actual, real caused damage)

- File a claim to the DSO
- No later than 60 days after the breach
- Recommended form – written (confirmation/proof of delivery)

Customer-supplier disputes related to contractual obligations – decided by ERO

<https://eru.gov.cz/spor-s-dodavatelem>

CUSTOMER COMPENSATION

Planned

- Planned time breached – start too soon, end too late
 - Households/small customers – 10 % of yearly distribution fee (max. 6000 CZK)

Unplanned

- Interruption lasts more than 18 hours (more than 12 hours in Prague)
 - Households/small customers – 10 % of yearly distribution fee (max. 6000 CZK)

Caused by customer

- DSO does not restore within 2 work days after receiving payment
 - 1200 CZK/day, max. 30 000 CZK

DĚKUJI ZA POZORNOST

**THANK YOU FOR YOUR
ATTENTION!**



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