



Facilitating the 24 hours supplier switch

The Online Platform for Changing Electricity and Natural Gas Supplier at National Level (POSF)

- *Case Study Romania* -



The online platform for changing electricity and natural gas supplier at national level (POSF) (I)

- The National Energy Regulatory Authority (ANRE) implemented, within the project "*Development of the institutional capacity of the National Energy Regulatory Authority to simplify the process of changing the electricity and natural gas supplier*" - SMIS 129990/705, the online platform for changing the electricity and natural gas supplier at national level (**POSF**), thus becoming its operator.
- **POSF** is a project developed by ANRE and co-financed by the **European Social Fund**, through the **Administrative Operational Capacity Program 2014-2020 (POCA)**.
- **POSF** is a unique national IT platform dedicated to electricity and natural gas final consumers, which automates the process of changing supplier by simplifying information and document flows.
- Briefly, through **POSF**, the electricity/natural gas final consumer can:
 - ✓ Choose from the Comparator (*price comparison tool*) the supply standard offer they consider suitable;
 - ✓ Send the supplier all the information and documents needed for contracting;
 - ✓ Change the electricity/natural gas supplier within **24 hours of the conclusion of the new contract** or from the desired date.

The online platform for changing electricity and natural gas supplier at national level (POSF) (II)

- **POSF** is the platform where are exchanging, permanently, all technical information regarding:
 - supplier change processes;
 - updating final consumer identification data;
 - updating contract completion data;
 - updating data related to consumption places between suppliers and network operators related to the conclusion of electricity/natural gas supply contracts outside **POSF** and through **POSF**;
 - contract execution.
- These exchanges of specific technical messages and metadata are also executed for network contracts concluded between suppliers and network operators, thus **POSF** having major implications for electricity and natural gas suppliers and network operators who perform these IT operations in **POSF**, replacing from 2022 the correspondence carried out by email or by other means that took a very long time (sometimes even 70 days) to finalize a request to change supplier.
- Information messages are transmitted instantly through **POSF** on specialized and secure flows to **POSF** participants who are part of the supplier change and contracting process.

POSF at a glance

Access link:

www.posf.ro

Direct link to the
**Electricity & Natural gas
Price Comparison Tools**

POSF informative
materials for **final
consumers, suppliers and
network operators**

Tutorial on using
POSF by the final
consumer



The **virtual assistant**, called **EVA**, who can answer users' questions regarding details related to the process of changing supplier, contracting or **POSF**. Also, **EVA** can provide information related to regulations specific to the changing supplier process.

Legislative framework on the Online Platform for Changing Electricity and Natural Gas Supplier at national level (POSF) (I)



In accordance with the **European legislative framework**, namely **article 12 para. (1) of Directive (EU) 944/2019 on common rules for the internal market for electricity and amending Directive 2012/27/EU**: *"Switching supplier or market participant engaged in aggregation shall be carried out within the shortest possible time. Member States shall ensure that a customer wishing to switch suppliers or market participants engaged in aggregation, while respecting contractual conditions, is entitled to such a switch within a maximum of three weeks from the date of the request. By no later than 2026, the technical process of switching supplier shall take no longer than 24 hours and shall be possible on any working day"*.



In accordance with the **primary legislation in force** at national level, as provided for in **article 7⁶ (for electricity) and for in article 102¹ para. (10) (for natural gas)** of the **Electricity and Natural Gas Law no. 123/2012**, with subsequent completions and amendments, for the purpose of digitalizing the activity of changing the supplier, **ANRE creates and operates an integrated IT platform, unique at national level, through which the change of the electricity/natural gas supplier by the final consumer is carried out.** Licensees involved in the change of the electricity/natural gas supplier **are obliged to provide the data and information necessary for the creation and operation of the platform**, according to ANRE regulations. Also, according to the *Law*, ANRE *may delegate* the operation activity to a service provider that is not affiliated with an electricity supplier/network operator.

Legislative framework on the Online Platform for Changing Electricity and Natural Gas Supplier at national level (POSF) (II)



In order to comply with the provisions of **European legislation** and with those in the **Romanian primary legislation**, **ANRE** has issued the **Order of the President of ANRE No. 3/2022** for the approval of the ***Regulation on the organization and operation of the online platform for changing the electricity and natural gas supplier and for contracting the supply of electricity and natural gas (POSF Regulation)***.

- The *POSF Regulation* aims **to define, organize and establish the operating rules of the online platform** intended for the final consumers to change the electricity/natural gas supplier and to contract the supply of electricity/natural gas.
- The *POSF Regulation* applies to **relations between final consumers, electricity and natural gas suppliers, network operators to whose installations the consumption points of final consumers are connected**, as well as by other categories of economic operators involved in the change of supplier by the final consumer, as provided for in the *POSF Regulation*.
- The adoption of these measures to **simplify the administrative procedures for all consumers involved in the process of changing electricity and natural gas suppliers**, leads to the technical process of changing suppliers being carried out **within 24 hours**, thus **meeting the European requirements**, reducing in the same time bureaucracy and the duration of changing the supplier, for the benefit of the final consumers.

Aspects related to the financing and completion of the Online Platform for Changing Electricity and Natural Gas Supplier at national level (POSF)

- The **Online Platform for Changing Electricity and Natural Gas Suppliers at National Level (POSF)** operated by ANRE, was implemented within the project "*Development of the institutional capacity of the National Regulatory Authority for Energy to simplify the process of changing electricity and natural gas suppliers*" - SMIS 129990/705.
- The project, completed on December 23, 2022, was co-financed by the European Social Fund, through the **Administrative Operational Capacity Program 2014-2020**, with a total project value of 19,223,269.45 lei (aprox. **3,844,653.89 euro**) of which:
 - **98% non-reimbursable expenses:** 18,838,804.07 lei (aprox. **3,767,760.814 euro**);
 - **2% ANRE own contribution expenses:** 384,465.38 lei (aprox. **76,893.076 euro**).
- On 16.02.2023, the last reimbursement request was paid, the project being successfully completed according to the verification mission from the Managing Authority of the Administrative Capacity Operational Program.

The status of integration into the POSF of the economic operators in the electricity and natural gas sectors (I)

- **Network operators and electricity and natural gas suppliers** carry out actions both regarding the supplier change processes and to the metadata upload for consumption points and for supply and network contracts, according to the obligations established by the *POSF Regulation*.
- Regarding the **data load**, on **17.03.2025**, the following **data entered by suppliers and distribution operators** are identified in the POSF:
 - ❖ **Total supply contracts: 20.454.073**
 - ❖ **Electricity supply contracts: 14.807.481**
 - ❖ **Natural gas supply contracts: 5.646.592**
 - ❖ **Total consumption places: 16.046.606**
 - ❖ **Electricity consumption places: 10.876.117**
 - ❖ **Natural gas consumption places: 5.170.489**
 - ❖ **Number of prosumers reported as of 31.12.2024: 198.756**

The status of integration into the POSF of the economic operators in the electricity and natural gas sectors (II)

➤ At current moment, according to ANRE statistics, in POSF there are registered :

❖ **136** electricity suppliers

❖ **87** natural gas suppliers

❖ **64** electricity network operators

❖ **36** natural gas network operators

❖ **45.329** final consumers

➤ During the period **January - March 2025**, **100 requests for changing supplier were initiated** by final consumers through **POSF**, out of which **11 were successfully completed*** in the platform.

**The difference was either canceled by the final consumers, or is still being completed with information requested by suppliers.*

***ANRE permanently **monitors** and **verifies**, together with suppliers and network operators, **the functioning of the POSF** and the flows initiated by them, in order to stabilize the process of changing the supplier of both electricity and natural gas through the POSF.*

POSF Platform: a user-friendly tool for its users

➤ Who are the POSF's users?

POSF's users are **natural or legal persons – electricity and/or natural gas final consumers**, as well as **economic operators** involved in the procedure of changing the electricity and/or natural gas supplier by the final consumer and contracting the supply of electricity and/or natural gas, registered in **POSF**.

➤ Tutorials and guides for using the POSF platform available

To familiarize themselves with the functionalities of this platform, **ANRE** provides access to the **final consumers, suppliers and network operators** to user manuals and tutorials, which present in detail how to access and use **POSF**.

These informative materials on using **POSF** are also available on the main page of the **POSF** website - www.posf.ro

➤ Meet EVA – the virtual assistant

Starting **15.03.2023**, a chatbot called **EVA** is available when accessing **POSF**.

EVA is an **intelligent assistant** that answers users' questions regarding details related to the process of changing supplier, contracting or POSF. Also, **EVA** can provide information related to regulations specific to the changing supplier process.

POSF Platform: Registration, passwords and responsibilities

- Access to **POSF.ro** requires **the registration of the final consumer**, by using a **username** and **password**.
- ANRE recommends to the final consumers **not to disclose their password to anyone**.
- ANRE will never ask for the account's password by e-mail, telephone or messages. In the event of registration by the supplier of the final consumer, **the supplier is responsible for the veracity/reality of the data and information** uploaded to **POSF.ro**.
- Through **POSF**, the electricity/natural gas final consumer can:
 - ✓ view and manage their own consumption points;
 - ✓ view and manage their supply contract/contracts (if there are more than one consumption point which are assigned to the account);
 - ✓ choose from the *Comparator* one of the supply standard offers they consider suitable for their own needs;
 - ✓ send the supplier all the information and documents needed for contracting;
 - ✓ change the electricity or natural gas supplier within 24 hours from the conclusion of the new contract or from the desired date.

Price Comparison Tools included in POSF:

The Electricity and Natural Gas supply standard offers Comparators

- **Final consumers can access the information and documents** necessary for concluding electricity/natural gas supply contracts in the **POSF**, by accessing the Electricity/Natural Gas supply standard offers Comparators.
- The Electricity/Natural Gas supply standard offers Comparators **can be accessed for information, without the need to create a POSF user account.**
- **The conclusion of a contract** chosen by the final consumers is carried out **after its registration in POSF** or **directly through the supplier whose supply standard offer was chosen.**
- Electricity/natural gas suppliers operating on the retail market **are obliged to upload in POSF**, in the *Comparator*, **the supply standard offers valid on the respective date**, which are also published on their own websites. Also the suppliers have the obligation to update the standard supply offers whenever they change, according to the provisions of the regulations in force, issued by ANRE.

Concluding a electricity/natural gas supply contract by the final consumer through POSF (I)

- The conclusion of the electricity/natural gas supply contract by the final consumer can be done through **POSF**, by completing the **following steps**:
- a. **The final consumer must first choose a supply offer from the Electricity/Natural Gas supply standard offers Comparators;**
 - b. **The final consumer must upload in the POSF the documents, data and information necessary for concluding the contract**, including the self-read meter index and the signed contract by the final consumer. The provision of the self-read meter index conditions the conclusion of the contract, except in the case of a new consumption point, which does not have a meter installed.
 - c. **The last step is represented by the verification and validation, by the supplier, of the documents, data and information uploaded in the POSF by the final consumer and signing the supply contract.** The **deadline** for signing the contract or notifying the final consumer via **POSF** to complete/correct the data/documents uploaded by the final consumer **is 24 hours from the date of their receipt**. In the case of transmission of incomplete or erroneous data/information/documents, the supplier notifies the final consumer in order to correct/complete them.

Concluding a electricity/natural gas supply contract by the final consumer through POSF (II)

- The effective change of electricity/natural gas supplier through **POSF**, respectively the supply of electricity/natural gas based on the new contract concluded with the new supplier and the termination of the contract with the current supplier, **occurs on the first day after the expiry of a 24-hour period from the initiation of the procedure**, an interval necessary to complete the technical and administrative steps necessary to switch from one supplier to another.
- The final consumer **may choose**, upon case, at the initiation of the procedure, that **the application of the contract with the new supplier occurs at a later date**.
- The signing of documents within the **POSF** is **done exclusively by electronic means** that are provided and registered in the **POSF**, by the **POSF** users.

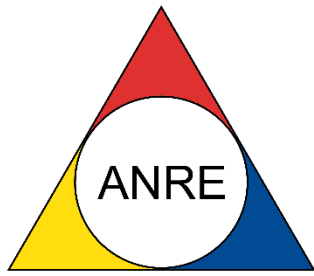
Concluding a electricity/natural gas supply contract by the final consume, without POSF

- The conclusion of the electricity/natural gas supply contract by the final consumer can be done without using **POSF**, as well.
- The conclusion of the electricity/natural gas supply contract can be made as well by the final consumer outside the **POSF**, directly through the supplier, with the latter subsequently uploading in the **POSF** the data related to the final consumer and the contract concluded with him, including the index of the self-read meter by the final consumer, **within a maximum of two working days from the date of conclusion of the contract.**
- **The final consumer consents** in this case that the supplier shall register the necessary data and documents for him in the **POSF**.
- The initiation and completion of the supplier change procedure **may take place on any working day.**
- If one of the deadlines falls on a non-working day, **it shall be extended to the first working day.**

The role of ANRE in monitoring the well functioning of POSF

- ANRE has established **firm obligations on suppliers through the regulations issued**, including those related to **POSF**. Economic operators in the electricity and natural gas sector **are obliged** to comply with all legal provisions related to the sector in which they operate, as well as to those which refers to the specific activity they carry out.
- It should be noted that, since the operationalization of **POSF** in 2022, in accordance with its duties/competences, **ANRE permanently verifies economic operators - participants in the electricity and natural gas market**, in order to establish **the degree of fulfillment of the obligations** established in their charge and to take measures in case of non-fulfillment.





THANK YOU FOR YOUR ATTENTION!



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