

New terms of network service (VPE2024), as recommended by Finnish Energy, replace prior terms (VPE2019).

The changes are listed below. The grounds for changing the terms are legislative amendments, material changes to existing conditions, renewal of outdated agreement and pricing arrangements and implementing necessary measures to conserve energy.

In addition, there are some minor changes to agreement conditions that do not impact the material content of the contractual relationship. The entire terms of network service are available at Oulu Energy's website: <https://www.oulunenergia.fi/en/electricity-network/products-and-price-lists/>

1. Scope of application and definitions

Energy storage systems have been added as a customer type. (1.6.)

In the future, a price list that may be attached to a contract may also be presented in electronic form on the distribution system owner's website or in some other agreed location.

What's more, service price lists have been completely separated from the contract. In the future, it is sufficient to simply add a link to contract confirmation. Via this link, the customer is able to find the current service price list. (1.23 and 2.6.1.)

Improvement of the electronic service includes the option of submitting contract confirmations and price and term change notifications to the customer primarily in electronic form and, at the consumer's request, free of charge in writing. The user must be notified in the electronic service and provided a summary of main content of the notification in a way agreed upon in advance, e.g. by e-mail or SMS. In addition, consumer's right to opt for paper form must be clearly and coherently stated in the distribution system owner's contract confirmation. (1.24 and 15.10)

Added definition for an imbalance settlement period (1.26.) and updated some terminology with regard to e.g. connection point and remotely readable metering equipment. Change of imbalance settlement period from one hour to 15 minutes now reflected in the terms.

In the future, the terms shall incorporate the verbiage 'imbalance settlement period' instead of a specific period of time (previously one hour). Terminology in chapters 7 and 8 has also been amended.

Removed reference to adhering to the Electricity Market Act. (1.28.) The legislation is complied with regardless.

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

The requirement in the Electricity Market Act which stipulates that a contract for the sales of electricity and a network services contract can only be made with the same user now reflected in the terms. Some sentence structures have also been updated. (2.4.)

Removed reference to the binding nature of an electronic contract. (2.6.2.)

Item 2.6.2. has been updated to acknowledge the possibility of submitting a contract confirmation in accordance with item 1.23. also via electronic means without a separate agreement. The contract confirmation must be submitted to the address of the place of use, to other address as indicated by the user (which may also be electronic) or to other agreed service channel. (new in 2.6.2.)

Due to a legislative amendment, removed the requirement to inform the consumer, in conjunction with the contract or the contract confirmation, of the energy consumer checklist and the Energy Authority's internet address where the list is available. (new in 2.6.2.)

Written agreement on time restrictions in the supply of electricity is no longer required (2.10.1.)

3. Security and advance payment

Due to the prohibition of pre-billing as stipulated in the Electricity Market Act, we have removed the now illegal condition (3.12) which allowed pre-billing from consumers.

4. Electrical equipment

Added a new condition, according to which the same electrical equipment may not be a part of more than one place of electricity use neither simultaneously nor alternately. However, this condition does not apply to places of electricity use where the maximum nominal capacity is 100 kilovolt amperes and where the meterings are read with the distribution system owner's same electricity meter, in accordance with legislation concerning the metering. (4.6.)

For sub-metering, we have stated that any electrical installations must be conducted in a way that a power cut-off in a single place of electricity use will not affect the electricity supply of other places, unless otherwise agreed. This condition does not apply to places of electricity use where the maximum nominal capacity is 100 kilovolt amperes and where the meterings are read with the distribution system owner's same electricity meter, in accordance with legislation concerning the metering. (4.7.)

We have stated that the use or generation of electricity in a place of electricity use may not exceed the maximum current (fuse size) specified in the network contract or connection contract nor the agreed maximum capacity. 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. (4.8.)

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



Specified in more detail that users must report any faults and disturbances without delay. (4.11.)

5. Special requirements concerning the electricity generation installations

Added a new requirement, as stipulated in the Electricity Market Act, for the simple reporting procedure pertaining to electricity generation installation with nominal capacity under 10.8 kilowatts. (5.3.1.)

Specified in more detail that the user must provide any relevant information on the compliance and the condition of the electricity generation installation to the distribution system owner clearly and coherently, in a manner commonly used in the industry. (5.4.)

6. Metering of electricity and the metering equipment

Clarified that the distribution system owner is not responsible for metering internal distribution of electricity use. (6.1.)

Updated reference to legislation and added a metering service which complies with current practices of using 15-minute metering to establish a service in accordance with the general time division. (6.8.)

7. Reading of the meter and transfers of metering data

Included a condition that the distribution system owner is also entitled to estimate generation-related metering data. (7.4.)

8. Invoicing and payments

Updated terms concerning the distribution system owner's invoicing to correspond with the new legislation and datahub procedures (centralised information exchange system for electricity market). (8.1.1. and 8.1.2.)

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

Where the distribution system owner corrects the user's invoicing on behalf of the seller for a sales invoice, the distribution system owner shall apply the price stated in their public price list in the future. This price is based on the regional Finnish price in the Nordic electricity exchange. (8.6.4.)

9. Interruption of network service

The new operational model stipulated in the Electricity Market Act (§102) now reflected in the terms. This model pertains to situations where the termination of a customer's electricity contract is due to the seller, e.g. in the event of seller bankruptcy.

The distribution system owner may not interrupt the network service from the consumer until the Energy Authority has made a decision to transfer the consumer's electricity supply to the vendor with the obligation to deliver. (9.2.3., 9.2.4 and 9.2.5.)

10. Commencement of, and delay in, network service

Added information to the item pertaining to the prerequisites for the provision of the network service, stating that references to terms 2.3. and 2.4. are for example only. (10.1.)

Specified in more detail that damages due to the delay of starting the network service are not compensated if the commencement of service is delayed due to the user not confirming safe connection to the distribution system owner upon request. (10.3.1.)

12. Compensation for damage

Clarified that the consumer's right to compensation for damages incurred to family members pertains to those residing in the same place of use. (12.6.)

14. Distribution system owner's liability to pay standard compensation

Updated the new standard compensation limits, valid as of January 1, 2024, to comply with the Electricity Market Act, and standardised terminology to correspond with terminology used elsewhere in the terms. (14.4 and 14.5)

15. Changing the terms of contract and prices

Amended item 15.10. as described above (chapter 1), taking into account the electronic/printed options and agreements thereof.

17. Expiration of the network contract

For clarity, terms pertaining to contract termination take international sanctions into account. In the future, the immediate termination of a network contract is possible, upon the discretion of the distribution system owner, when the user is subject to international sanctions as imposed by legislation or by the authorities. In addition, the distribution system owner is entitled to demand compensation for any damages caused by the termination. (17.9.)

Updated item 17.11. to correspond to industry practices.

19. Settling matters under dispute

Added the legal right of business clients to bring any disputes derived from the interpretation of the contract to the Energy Markets Disputes Board for consideration. (19.2.)