

# TERMS OF NETWORK SERVICE 2010

as recommended by Finnish Energy Industries

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## A. General, concluding a network service contract, the prerequisites for network service and commencement of network service

### 1. Scope of application and definitions

1.1. These general terms of contract, i.e. *the terms of network service* (hereinafter: terms), shall be applied to *the power network service* provided to the electricity user who has been connected to a distribution network, and they constitute a part of a *power network contract* (hereinafter: *network contract*) concluded by the *DSO* and the electricity user.

The electricity user may be connected to a distribution network either directly or via the internal power network of a property or a group of properties corresponding to it.

1.2. *Power network service (network service)* refers to all those activities of a *DSO* which make it possible to transmit electricity on the *DSO's* network against payment.

1.3. These terms can also be applied, where applicable, to such places of electricity use which contain electricity generation equipment and from which electricity supply to a distribution network has effectively been prevented by technical means. In case the place of electricity use has electricity generation equipment operating parallel with a distribution network so that the electricity generated can be transmitted, partly or entirely, to the distribution network, the terms for such generation equipment shall be separately agreed upon.

1.4. A *distribution network* is a power network with a nominal voltage of less than 110 kilovolts.

1.5. A *DSO* is a body or establishment in possession of a distribution network and engaged in licensed operation thereof.

1.6. A *connection contract* is a contract concluded between the *DSO* and the owner or holder (*connecting party*) of a place where electricity is used (e.g. real property or a building) which has been connected to the distribution network. The connection contract concerns connecting the place where electricity is used to the network, as well as maintaining the opportunity for electricity use at the point of connection.

1.7. A *point of connection* means a point (boundary of property) between the electrical installations of the *DSO* and the connecting party, unless some other agreement has been made in the connection contract.

1.8. An *electricity vendor* (vendor) is a person, corporation or establishment selling electricity.

1.9. An *electricity sale contract* (sale contract) is a contract by which the user buys and the vendor sells electric energy. Retail sales of electricity mean electricity sales direct to electricity users via a distribution network, or electricity sales indirect to users via the internal network of a property or group of properties corresponding to it.

1.10. A *contract for electricity supply* is concluded between the vendor and the electricity user, and by signing it, the vendor assumes responsibility also for the network service. The vendor shall, where needed, agree on provision of network service with the DSO. When a contract for electricity supply is in force, no separate network contract or sale contract shall be concluded for the place of electricity use. Service conforming to the contract for electricity supply is called electricity supply in these terms.

1.11. An open supplier is a vendor providing the user with all the electricity needed or balancing the differences between the user's various electricity acquisitions by supplying the missing amount of electricity during each hour (*open supply*). A fixed supplier is a vendor selling the user exactly the amount of electricity agreed on in advance for each hour (*fixed supply*).

1.12. If an electricity vendor has a significant market power referred to in the Electricity Market Act within the area of responsibility of a DSO to which the place where electricity is used belongs and the place of use is equipped with a main fuse of max. 3 x 63 A or if the amount of electricity purchased for the place of use amounts to max. 100,000 kWh/a, the user is encompassed by the vendor's *obligation to deliver* in compliance with the Electricity Market Act (section 21).

1.13. The electricity user (*user*) buys electricity from the vendor and the network service from the DSO principally for his own use.

The user may also be a connecting party purchasing electricity to be used by others via the connection point specified in his connection contract. Several users may undertake to become jointly responsible for a network contract, if the contracting parties make such an agreement.

1.14. The user, who is a natural person and acquires electricity mainly for other purposes than his business activity, is called a *consumer* in these terms.

1.15. The *contracting parties* referred to in these terms mean the DSO and the user.

1.16. The *network service products* (i.e. *network products*) referred to in these terms mean the service entity to be used in the provision of network service. Data on the charges to be collected by the DSO are also included in the definition. The network products may also be called tariffs. The network products offered by the vendor are presented in a *price list*. The product price list and possibly a separate *service price list* (*the price lists*) are part of the network contract.

1.17. In these terms, sending e.g. a confirmation, invoice, notification of a price change or some other kind of message encompasses also the sending of electronic messages with same informative contents. The address or invoicing address of the user may also be an email address or some other personal address provided by the user. Sending messages electronically requires that contracting parties have agreed to do so. A separate agreement can be made with a user who is not a consumer to the effect that notices of price changes or revisions of other terms of contract may be published at a predefined address on the Internet. In addition, the user must be notified of the existence of the notice in a way that has been agreed on in advance, e.g. by email or an SMS.

1.18. *Balance settlement* refers to the clearing of electricity transactions realised during each hour, which results in an *electricity balance* and a balance deviation for each party to the electricity market.

1.19. *Hourly metering equipment* means remotely read equipment or a combination of pieces of equipment that meter and register the consumption of electricity by the hour. It must be possible to read the data registered by the equipment via a telecommunication network.

1.20. A *remote medium* refers to the telephone, mail, television, information network, or some other medium that can be used for concluding a contract without the parties being simultaneously present.

1.21. The central provisions on the electricity market have been laid down in the Electricity Market Act and in decrees issued by virtue of the Act.

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

2.1. A network contract concluded by the contracting parties is either valid indefinitely or for a fixed term.

2.2. The DSO and the vendor shall agree on the provision of network service,

- if a user encompassed by the obligation to deliver wishes to conclude a contract covering both the sale of electricity and the provision of network service with the vendor; or
- if the DSO generally provides vendors with an opportunity to offer users within the scope of competition electricity through contracts covering both the sale of electricity and the provision of network service.

In such a case, in the contract for electricity supply, the vendor undertakes to become responsible to the user for the network service required by electricity supply.

2.3. A network contract may be concluded, when there is a valid connection contract for the place of electricity use in question.

2.4. Commencement of network service (i.e. connecting the user to electricity supply) and its continuation requires, in addition to a network contract and a connection contract for the place of electricity use, that there is a valid contract for electricity sales concerning on open supply, concluded with one, and just one vendor, and that the user's place of electricity use meets the necessary technical requirements for connection to the network, set by the DSO (for more detailed information, see chapter 4).

2.5. A network contract may be concluded in writing, orally or electronically.

2.5.1. A network contract shall be concluded in writing, if either contracting party so requires. These terms and the price lists shall be attached to the network contract.

2.5.2. A network contract may be concluded electronically. The electronic contract is binding, if it meets the general requirements for electronic agreements.

2.5.3. If the network contract is not concluded in writing, the DSO shall within two weeks from the conclusion of the contract send a *confirmation* to the invoicing address provided by the electricity user or any other address separately agreed on. In addition to the date of entry into force of the network contract, also the individual terms of the network contract, these terms, the relevant price lists, as well as a mention of the comment period granted to the user shall be included in the confirmation.

2.5.4. If the network contract is concluded with a consumer via a remote medium, the confirmation sent by the DSO shall include directions for cancelling the contract and information about the consumer's right to do so, in addition to the information mentioned in article 2.5.3.

2.5.5 A network contract that has not been concluded in writing will have entered into force and will continue on the terms specified in the confirmation, except for the following cases:

- The user of electricity, within three weeks of the sending of the confirmation or by some other date mentioned in the confirmation that is at least three weeks from the sending of the confirmation, notifies the system that he does not deem the terms specified or clarified in the confirmation to correspond with the network contract. During the period between the conclusion of the network contract and the notification given by the electricity user, the contractual terms specified in the confirmation shall be applied, unless it is shown that some other agreement has been made.
- The consumer cancels the contract within 14 days of receiving the confirmation by notifying the DSO of the cancellation. The confirmation is deemed to have been received within 7 days of sending, if it has been sent by post, and immediately, if it has been sent by email. If, by the time the contract is cancelled, the consumer has received network service, the consumer shall pay a reasonable compensation to the DSO for the advantage gained by him. The price is determined according to contractual terms specified in the confirmation, unless it is shown that some other agreement has been made.

2.6. The contract documents form the content of the network contract. If there is a conflict between the content of the network contract and the contents of the documents specified in it, the documents shall be applied and interpreted in the following order:

- 1) Individual terms of contract

2) Relevant price lists

3) General terms of contract (these terms).

2.7. The DSO and the user may agree to amend these terms. However, no exceptions to these terms may be included in a network contract to the detriment of the consumer, nor to the detriment of the user in respect of chapter 12 of these terms.

2.8. The user is entitled to change the network products subject to a number of reasonable restrictions based on the nature of the products presented in the price list. The DSO is entitled to collect from the user the reasonable costs caused by a change requested by the user. A restriction on changing products may not be valid for more than 12 months. It is not possible to change to a product reported to be withdrawn.

2.9. Time restrictions on the availability of electricity (and other methods of steering the use of electricity)

2.9.1. In the network contract or otherwise, the electricity user and the DSO may agree to adopt, use or cancel time restrictions (or other methods of steering the use of electricity) by means of the DSO's installations or equipment. The agreed restrictions shall be carefully defined.

2.9.2. An agreement on the adoption of restrictions shall be made in writing. If there is a previous agreement on restrictions for the place of electricity use, and a new network contract is concluded for the same place of use, the restrictions shall be mentioned in the new network contract concluded in writing, or in the confirmation of the network contract.

2.9.3. If so agreed by the user and the vendor, the vendor has the right to restrict the availability of electricity (or steer the use of electricity in some other way). If the intention is to implement the desired restriction on the availability of electricity using the DSO's installations or equipment, it is not possible, unless the DSO provides the service required. The DSO shall implement the restrictions by order of, and at the expense of, the vendor. The restrictions shall not be implemented, unless the vendor tells the DSO that he has made a written agreement with the user on the restrictions.

2.9.4. As regards direct electric heating of residences mainly by means of direct electric heaters, the number of de-energised hours of the heating elements may not exceed 1.5 hours at a time and 5 hours a day. Each separate de-energised period shall be followed by an energised period of at least the same duration as the de-energised period.

2.9.5. The user may not present claims based on these terms and such restrictions (or steering measures) that have been implemented in accordance with individually negotiated agreements to the DSO.

2.10. The user is required to notify the DSO of any changes affecting the network contract concerning, e.g., the user, the place of electricity use, the invoicing address or any other address that the contracting parties have agreed to use, e.g. when the DSO sends confirmations, notifications of price changes or when other types of messages are sent.

### **3. Security and advance payment**

3.1. When a network contract is concluded, the DSO is entitled to require that a user who is not a consumer lodge a security or advance payment for the payment of receivables based on the network contract. If the network contract is concluded only because the place of electricity use has been changed, or because a contract for electricity supply has been terminated, without any simultaneous changes taking place in electricity consumption or other circumstances, a security may only be required in accordance with article 3.2.

3.2. After the commencement of network service, the DSO is entitled to require that a user who is not a consumer lodge a security or advance payment for the payment of receivables based on the network contract, if the user has materially failed to meet his liability to pay based on this or some other network contract or a contract for electricity supply, which has not been soundly challenged.

3.3. The DSO may require that the consumer lodge a reasonable security or advance payment, when a network contract is concluded as well as when such a contract is in force. When a network contract is in force, a security or advance payment may be required only if the consumer has materially failed to meet his liabilities to pay related to the contractual relations between the parties to the contract. The DSO shall have a very weighty reason for his claim for a security or advance payment both when concluding a network contract and when such a contract is in force. The very weighty reasons may include the following:

- network service to the consumer has been interrupted because of a failure to pay
- the DSO has outstanding receivables related to network service, electricity supply or a connection contract from the consumer, the amount of which can be considered substantial compared to the amount of invoicing based on network service; or
- the credit references of the consumer indicate that he is obviously unable to make the payments based on the network contract.

3.4. If, when a network contract has been concluded, a security is not lodged by a due date, the network contract becomes void. The contract will become void, even if electricity supply to the place of electricity use has begun. The user is required to pay a contract price for the network service used by him before the contract has become void.

3.5. The DSO is entitled to use a security or advance payment as a payment for his outstanding receivables, the accrued penal interests and reasonable collection charges based on network service or previous electricity supply to the same place or places of electricity use. If the DSO uses the security or advance payment or a part thereof as a payment for his receivables, the DSO is entitled to require that the consumer increases the amount of security or advance payment to the amount specified in article 3.7, if the contractual relation still continues

3.6 The DSO shall not pay interest on security or advance payment.

3.7. The maximum amount of security or advance payment may equal the amount invoiced for network service since the beginning of the invoicing period until the date of interrupting network service (as specified in articles 8.1-8.1.4.). The invoice for the network service shall be calculated according to the user's estimated electricity use. The estimate may be based on the period when the use of electricity is highest.

3.8. When the network contract has expired, the DSO shall return the security to the user as soon as the final invoice has been paid and all other obligations of the user have been fulfilled. If the contract remains valid, the security shall be returned to the user no later than two years after the date it was lodged (the corresponding period for the consumer is one year). When the contract is valid and a security has been lodged, the security shall not be returned, if the user has essentially defaulted on payment during the period the security is being held. The advance payment shall be used to effect maturing payments within the return period for the security specified in this article.

3.9. An agreement shall be drawn up in writing on the lodging of security. A statement about advance payment may also be included in the confirmation.

3.10. The DSO is entitled to realise the security lodged in the manner he thinks best in order to have his outstanding receivables paid.

3.11. Instead of the relinquishing of security or an advance payment, the user and DSO may agree that the charges based on the network contract shall be paid in advance. As regards reverting to the ordinary payment schedule, the provisions included in article 3.8 shall be followed as applicable.

3.12. The advance payment referred to in this chapter or the prepayment referred to in article 3.11 are not in question, if the user selects from among the different (network service or payment method) alternatives available the one with an accelerated payment arrangement.

#### **4. Electrical equipment**

4.1. By referring to the provisions of this chapter, the DSO may not refuse to fulfil the obligation to develop the network laid down in the Electricity Market Act.

4.2. The contracting parties shall see to it that their electrical installations and equipment meet the requirements of rules and regulations. Electrical installations and equipment may not be used so that they cause damage or disturbance to the distribution network or other users. According to articles 4.2.-4.10, the installations and equipment of a contracting party encompass also other installations and equipment within the scope of his responsibility, e.g. those of a leaseholder or rebuyer who has not concluded a network contract with the DSO. The user shall also notify the DSO of any equipment conforming to articles 4.4.1 and 4.4.3 before it is taken into service and also make sure that electricity supply from the place where electricity generation equipment is operated to the distribution network is efficiently prevented under all circumstances.

4.3. Electrical installations shall be carried out, inspected and connected to the network in accordance with electrical safety legislation as well as the rules and regulations and the standards of the sector issued by virtue of it. If there are no standards, the DSO may issue recommendations or instructions based on international practice and good ways of constructing and operating electrical equipment for connecting the user's appliances and equipment to the network.

4.4. If there is a standard concerning network disturbances that can be applied to the user's electrical appliances or equipment, the user – when taking them into service and operating them - shall check, whether his electrical appliance or equipment is connectable according to the standard, considering the properties of the network in question and the manner in which the appliance is operated.

On request, the DSO shall provide the user with the requested information on the properties of the network.

4.4.1. If there are no standards applicable to the network disturbances caused by the user's electrical appliance or equipment, the DSO will, on the request of the user, clarify if the appliance or equipment can be connected to the network in question. If the user does not make such a request for clarification, the DSO may interfere in the matter afterwards in accordance with article 4.8. It is recommended that a request for clarification be made in the following cases in particular:

- the switching current of the electrical appliance or equipment high compared to the size of the main fuse;
- the electrical appliance or equipment is frequently connected to the network;
- the operation of the electrical appliance or equipment requires special measures to be taken by the DSO; and
- the electrical appliance or equipment causes significant harmonic currents.

4.4.2. There is usually no need to request a clarification of equipment with a circuit protector of max. 16 A. The DSO may specifically report the areas and equipment, for which the limits for clarification requests are lower than this. Publications of the sector can be used in assessing the disturbances caused by harmonic currents.

4.4.3. The following appliances and equipment typically require advance clarification:

- generators and other equipment feeding voltage, energy or short-circuit power;
  - e.g. wind power plants, solar power plants and bioenergy power plants
- ground source heat pumps
- compensating devices for reactive power;
- welding apparatuses;
- compressors;
- fairly large equipment controlled by electronics; and
- fairly large equipment with electronic power converter or frequency converter.

4.5. The contracting parties are required to pay compensation to each other for the damage specified in chapter 11, subject to the conditions and limitations presented in the same chapter, caused by their installations contrary to the rules, regulations and written instructions referred to in the above articles (4.2. - 4.4.) or by their faulty equipment, or by the operation of such installations or equipment. The user also liable for such damage caused to other users for which the DSO is, or may be, required to

pay compensation to the other users. The user's liability for damage has been limited as follows, however:

4.5.1. The user is required to pay compensation only if he has been aware of, or if he should have been aware of, the risks that his installations or equipment, or their operation, may cause, considering his expertise, the properties of the equipment or installation used by him, and the information the DSO may have provided him with.

4.5.2. When there is a fault or property in the electrical appliance or equipment which the user cannot have noticed, the user is liable for the possible damage and costs caused by such an electrical appliance or equipment only if he continues to use the appliance or equipment causing damage, despite the instructions given by the DSO.

4.6. The contracting parties shall notify each other of all faults and disturbances they have detected in their electrical installations and equipment.

4.7. If the fault or disturbance reported by the user falls within the scope of some other party's than the DSO's obligation to make repairs, the DSO shall notify the other party of the fault or disturbance.

4.8. If the user's electrical equipment significantly disturbs the electricity use of other users, the DSO and the user shall together determine the methods of eliminating or minimising the disturbance.

Hence, the DSO may, for example, restrict the operation of the equipment so that it will be operated at certain times. The DSO may prohibit the operation of the appliance only if the appliance cannot be operated at all without causing major disturbance to other users.

4.9. The DSO is not responsible to the user for the properties, ageing, wearing or breakage of his equipment, or its compatibility with the distribution network, user's network, or other electrical appliances or equipment on the user's network, or the damage caused by the above circumstances, unless it is question of a fault in the quality of electricity referred to in chapter 10. Neither is the DSO responsible for damage caused by the user's installations or equipment or by their inadequate protection.

4.10. If, due to e.g. the sensitivity of the user's equipment, the quality of electricity is required to be higher than that of the electricity conforming to conventional network service (cf. article 10.4.) or the user requires uninterrupted electricity supply (cf. article 10.5.), the user shall contact the DSO to resolve the matter.

## **B. Metering, invoicing and interruption of networks service**

### **5. Metering of electricity and the metering equipment**

5.1. The DSO is responsible for arranging the metering, required by the electricity market legislation and for the reading, forwarding and reporting of metering data. The user shall pay the reasonable metering costs caused by him. The network contract shall include a detailed agreement on the arrangement of metering. The DSO is responsible for the metering equipment and the correctness of metering, unless some other agreement has been made. If there are several meters, an agreement shall be included in the network contract, on the meter or meters on which the invoicing of network service and balance settlement shall be based. If there is another meter in the place of electricity use, in addition to those on which the invoicing of network service is based, metering the internal distribution of electricity use, the DSO shall not be responsible for reading this kind of meter or arranging a balance settlement for the electricity use metered by it, unless a separate agreement is made and a separate compensation is paid.

5.2. The user shall agree to it that equipment required by the metering and the transfer of metering data is installed in his premises without compensation, and that it can be kept, serviced and read there.

5.3. The structure and accuracy of the metering equipment shall be in accordance with standards and general practice, as well as meet the requirements set in the legislation concerning the electricity market.

5.4. The party responsible for the metering equipment shall also be responsible for the inspection of the metering equipment as separately specified in rules and regulations and otherwise as necessary. If the other party so requires, the party responsible for the metering equipment shall have the metering equipment inspected. If the verified error percentage shown by the metering is higher than twice the accuracy class of the meter for the loads decisive for invoicing, the contracting party responsible for the metering equipment shall be liable for inspection costs incurred. Otherwise, the party who has required an inspection shall be liable for the costs incurred.

5.5. It is possible to have the metering equipment checked by inspectors authorised by virtue of the Stabilisation Decree or by other inspectors approved by the contracting parties. Liability for the inspection costs is determined in accordance with the previous article.

5.6. The DSO shall offer metering services in accordance with the general time division in compliance with the Government decree on determination of electricity supply and metering. The metering services conforming to the general time division encompass the metering based on hourly metering, single-rate metering for a general distribution tariff, two-rate metering for a time-of-day distribution tariff based on night-time and daytime energy, two-rate metering for a seasonal tariff based on winter-weekday energy and other time-differentiated energy. In addition, the DSO may offer metering services based on time divisions structured differently.

## **6. Reading of the meter and transfers of metering data**

6.1. The user shall agree to it that the metering data are read and transferred from the metering equipment and that the metering data are used in the manner required by the settlement of electricity balances and metering, as prescribed, or if there are no provisions on the matter, according to the general practice followed in the sector.

6.2. The user shall also agree to it that the data on the supply and quality of electricity are read and transferred from the metering equipment and that they are used in the operation of the DSO's network.

6.3. If the metering equipment is based on hourly metering, the data on consumption shall be transferred from the meter in compliance with provisions in force.

6.4. If the metering equipment is not based on hourly metering, articles 6.3.1.-6.3.5 shall be complied with.

6.4.1. The DSO shall see to it that the electricity meter is read regularly, at least once a year.

6.4.2. The user and the DSO may agree that the meter is read more frequently and that the reasonable costs caused by the more frequent readings are reimbursed to the DSO.

6.4.3. The user shall allow the persons authorised by the DSO or vendor to access the metering equipment and to read the meter. The reading of the meter shall take place at such a time that it does not cause significant inconvenience to the user.

6.4.4. Once a year, the user is required to report to the DSO the meter readings of each place of electricity use covered by the network contract upon a written request of the DSO. This article does not apply to users who in practice are unable to read the meter.

6.4.5. The DSO is entitled to estimate the reading of metering equipment on the basis of previous electricity consumption, if the metering equipment is located in a place which is out of the reach of the DSO, and the user has not provided a reading by a reasonable time limit set by the DSO upon the request of the DSO.

6.5 The DSO is responsible for reading the metering equipment after the user has notified him of the fact that the electricity vendor has been changed. The DSO is entitled to estimate the reading of the metering equipment, other than that of hourly metering equipment, on the basis of the previous electricity consumption in the place of electricity is used, if the user has failed to provide the DSO with a reading by a reasonable deadline set by the DSO, or if the metering equipment is located in a place that is out of the reach of the user. The estimate can also be based on a reading of the metering

equipment carried out by the DSO after the electricity vendor has been changed, but before the user has received a final bill from the previous electricity vendor.

## **7. Invoicing and payments**

7.1. The DSO shall invoice the user for the use of network service in accordance with the network contract and the price lists valid at any given time. Changes in price lists and other terms of contract have been discussed in chapter 13.

7.1.1. If there is hourly-metering equipment or some other type of remotely read metering equipment in the place of electricity use, invoicing shall be based on metered electricity consumption, unless some other agreement has been made. If the metering of electricity consumption in the place of electricity use is not based on remotely read metering equipment, invoicing shall be based on the estimated electricity consumption of the user, unless some other agreement has been made. Estimated invoicing shall be balanced at least once a year on the basis of a meter reading that has been either reported or acquired by means of a reading (article 6.4.) at least once a year (the reading or balancing invoice). Invoicing may also be based on an estimate of the user's previous electricity consumption, if the DSO is unable to determine the meter reading.

7.1.2. The DSO is required to revise invoicing based on estimated electricity consumption upon the request of the user, in case there has been an essential change in the circumstances on which invoicing is based or there is a legitimate reason for revising it. The DSO shall notify the open supplier of the change in estimated consumption in accordance with the current practice of the sector.

7.2. The contents of the invoice shall be in accordance with the Electricity Market Act and the rules and regulations issued by virtue of the Act.

7.3. A period of at least two weeks shall be left between the date of sending the invoice and the due date. If the user is not a consumer, the contracting parties may also agree on a shorter period between the date of sending the invoice and the due date.

7.4. The user is required to pay the invoice sent by the DSO by the due date stated on the invoice. The invoice shall be sent to the invoicing address given by the user. The user is required to pay the invoice regardless of the address, to which he has requested the DSO to send the invoice.

7.5. The DSO is entitled to collect a penal interest on delayed payments in compliance with the Interest Act. If the due date and the amount to be paid have been determined in advance, penal interest is charged as of the due date. If the due date of the consumer's invoice and/or the amount to be paid have not been determined in advance, a penal interest cannot be charged until 30 days have elapsed since the invoice was sent. In addition, a reasonable fee based on a valid price list may be collected for sending a reminder and a warning of cutting electricity supply in writing.

7.6. The DSO is entitled to charge an additional fee for errors that have occurred in invoicing, metering and reading of the meter, and the user is entitled to receive a credit note in accordance with the following articles:

7.6.1. If a metering error has been shown to be bigger than what is acceptable according to article 5.4., this shall be taken into account in invoicing so that a credit note or an additional invoice is issued by virtue of an assessment performed by the DSO, based on an inspection of the metering equipment, the verified amounts of electricity consumed at different times by the user, as well as other data.

7.6.2. The contracting parties may present claims for their receivables stemming from three previous years, if the claims are based on the errors specified in article 7.6. The fixed term of three years shall be calculated from the date on which the other contracting party was notified of the error.

7.6.3. The consumer may, however, present a claim for the receivables specified in article 7.6., stemming from the whole period (not longer than ten years, however), during which the error has

affected invoicing, if the moment the error took place and the effects of the error on invoicing can be verified afterwards.

7.6.4. The DSO, not the vendor, is responsible for the compensation to be paid to the user and is entitled to charge the user an additional fee, if both of the following conditions are met:

- due to an error in metering, reading of the meter or some other error in the notification given to vendor by the DSO (a deviation in estimated consumption is not deemed to be such an error, however), the consumption data on which invoicing is based, has been erroneous, compared to the real electricity consumption that has taken place, and
- the changes required for correcting the error can no longer be made in the vendor's electricity balance according to legislation concerning the electricity market or provisions issued by the authorities.

In case a credit note or a debit note is issued on the basis of this article to rectify the invoicing of electricity sales, the selling price to be used shall be that of the public electricity product or the tariff best suited for the user, offered by a vendor with the obligation to deliver, operating within the area of responsibility of the DSO. However, if the error is due to the DSO, and the user provides an account of the prices that have been applied to his electricity purchases during the period in question, these prices shall be used.

7.6.5. With regard to the period of interest accrual, no interest shall be paid on the additional charge or credit note determined on the grounds of the previous articles. As regards the additional charge, the user shall be granted a reasonable term of payment. If the user does not pay the invoice based on the additional charge during the period granted, a penal interest may be collected on it for the period exceeding the term of payment, as specified in the Interest Act.

7.7. The user is required to pay also the metered or verified network service that has been caused by faults in the electrical installations or electrical equipment within the scope of his responsibility.

## **8. Interruption of network service**

8.1. The DSO is entitled to interrupt the network service referred in the network contract (supply of electricity to the user), if the user has materially defaulted on the payment of the receivables of the DSO or has otherwise materially breached his obligations based on the network contract

8.1.1. The DSO shall *remind the user in writing* to rectify a breach of contract, i.e. to pay the outstanding receivable or to rectify some other negligence within a period stated in the reminder, which is at least two weeks from sending the reminder. If a charged reminder is sent to the user, who is a consumer, the reminder can be sent at the earliest two weeks after the payment has originally fallen due. If the user does not rectify the breach of contract within the period granted in spite of the reminder, the DSO shall send a *warning of interrupting the network service* to the invoicing address of the user, or to some other address separately agreed on. The date of interrupting the network service shall be stated in the warning. The user shall rectify the breach of contract in time before the date on which the network service is to be interrupted in order to avoid the interruption. The warning of interrupting the network service shall be sent to the user at least two weeks before interrupting the network service. The supply of electricity may be interrupted at the earliest five weeks after the payment has originally fallen due or after the user has been informed for the first time of some other of breach of contract and the need to rectify it. If a charged reminder has been sent to the user, who is a consumer, the supply of electricity may be interrupted at the earliest six weeks after the payment has originally fallen due.

8.1.2. If the default on payment is caused by financial difficulties that the user has run into because of a severe illness, unemployment or some other special cause, principally through no fault of his own, the network service may be interrupted at the earliest three months after the due date of the payment. The user shall notify the DSO of the reason for the non-payment as soon as he is aware of it and, if possible, before the due date of the invoice.

8.1.3. Provision of network service to the consumer or residential property may not be interrupted, however, if the outstanding invoice of such a user does not amount to at least EUR 200 or if not at least three months have elapsed since the due date of the oldest outstanding invoice.

8.1.4. Provision of network service to a building or a part of a building used as a permanent residence may not be interrupted because of default on payment between the beginning of October and the end of April, if the building is heated by electricity, before four months have elapsed since the due date of the outstanding payment.

8.1.5. If the user's default on payment is due to a force majeure, the provision of network service may not be interrupted as long as it prevails.

8.2. Provision of network service may be interrupted in the cases presented below, for a reason attributable to a vendor who has a contractual relationship with the user.

8.2.1. If the user's vendor in charge of open supply neglects to discharge his duties towards the DSO, related to network service, metering or data transfer, or neglects to discharge the duties related to balance responsibility or balance settlement, the DSO is entitled to interrupt the provision of network service. The duties of the vendor referred to in this article are determined in accordance with the Electricity Market Act and the rules and regulations issued by virtue of it, guidelines issued by the authorities or by the party vested with systems responsibility, the practice generally followed in the sector, or as separately agreed upon.

8.2.2. The DSO is entitled to interrupt the network service, if the vendor in charge of open supply ceases to operate due to, e.g., bankruptcy.

8.2.3. Provision of network service may not be interrupted by virtue of articles 8.2.1. and 8.2.2. before ten (10) days have elapsed from the sending of a notification of interrupting the network service, including a statement of the grounds for the interruption and the date of interrupting the service. The notification shall also include a request for the user to secure the supply of electricity to his place of use by immediately concluding a new sale contract with another vendor.

8.2.4. Provision of network service to the consumer may not be interrupted before three weeks have elapsed from the sending of the notification referred to in the previous article.

8.2.5. Provision of network service to the user encompassed by the obligation to deliver may not be interrupted before the electricity market authority has designated a new vendor with the obligation to deliver.

8.2.6. The user is required to pay to the DSO or order the reasonable costs caused to the DSO by electricity sales conforming to articles 8.2.1-8.2.5.

8.3. If the user's electricity sale contract for open supply expires and no new electricity sale contract for open supply enters into force, the DSO is entitled to immediately interrupt the provision of network service. The DSO is not required to contact the user or any other party to verify the correctness of the notifications of the expiration of electricity sale contracts given by the vendor.

8.4. Provision of network service may also be interrupted upon the request of the user. If, despite the interruption, the user wishes to maintain the opportunity for network service, the user shall pay a valid fee for the maintenance.

8.5. If the provision of network service is interrupted for reason attributable to the vendor or the user, and not due to a request conforming to article 8.4., the user shall not be released from his liability to pay or his other responsibilities towards the DSO.

8.6. The DSO is entitled to collect a reasonable fee according to valid price list for sending a reminder and a warning of interrupting the network service in writing as well as for disconnecting and reconnecting the network service.

8.7. Provision of network service shall be continued after the reason for the interruption has been removed. The DSO is not, however, required to reconnect the network service before the user has paid the fees and costs caused by the sending of a written reminder or any other notifications as well

as by the measures related to the interruption and reconnection of network service, and the outstanding receivables of the DSO and lodged the requisite security.

8.8. The open supplier may require that the DSO interrupt the provision of network service, when the open supplier has the right to interrupt electricity sales in accordance with the electricity sale contract. It is the vendor's responsibility to ensure that the interruption required by him is based on legal grounds, the electricity sale contract, or other contracts or provisions. The reconnection shall take place by order of the open supplier. If the sale contract expires, the reconnection shall take place when a new vendor has announced that electricity sales have commenced.

8.9. The user may not present claims due to an interruption of network service towards the DSO, if the reason for the interruption is attributable to the user or the vendor.

### **C. Delay or fault in network service, paying compensation for damages and standard compensation**

#### **9. Commencement of, and delay in, network service**

9.1. Provision of network service (i.e. the supply of electricity is connected to the user) is commenced in accordance with prerequisites separately agreed on and the provisions stipulated in these terms (see articles 2.3 and 2.4). Provision of network service can be started at the earliest after 14 days have elapsed since the network contract was concluded, unless some other agreement has been made.

9.2. If the commencement of network service is delayed, the DSO shall immediately notify the user of the reason for the delay, which shall be acceptable according to these terms, or commence the provision of network service.

9.3. If the commencement of network service is delayed for a reason attributable to the DSO, the DSO shall pay compensation for the damage caused by the delay in accordance with the provisions and limitations laid down in chapter 11.

9.4. The DSO shall deduct the network charges that have accrued during a delay, of which he has been informed, from the invoice to be sent to the user after the matter has been cleared up. If the above-mentioned procedure is no longer possible due to e.g. the termination of a contractual relation, the sum to be deducted shall be returned to the user.

9.4.1. If the user wants to ensure that the charges referred to in article 9.4. that have accrued during the delay are deducted from his invoice, he shall make a claim to this effect to the DSO. The DSO may request the user to supplement the claim in writing, if necessary. If the claim is not unfounded, the DSO shall deduct the sum to be withheld from the first invoice to be sent to the user after the matter has been cleared up.

#### **10. Fault in network service**

10.1. The network service is faulty, if the quality of electricity or the mode of supply does not correspond to what has been, or can be considered to have been, agreed upon.

10.1.1. On request, the DSO is responsible for providing the user with the necessary information about the fault suspected by the user as well as on the reasons for it.

10.2. A written agreement may be made on deviations from the qualitative requirements for electricity and the method of supply (cutting electricity supply) by including such agreements in a written network contract, in a written connection contract concerning the place where electricity is used, or by concluding a separate contract in writing.

10.3. The limitations or agreed deviations specified in this chapter do not release the DSO from the obligation to develop the network in the manner laid down in the Electricity Market Act.

10.4. When evaluating the quality (deviations in the quality) of network service, the following considerations shall be taken into account:

10.4.1. The quality of electricity is to be evaluated at the point of connection.

10.4.2. If there is no agreement to the contrary, the network service is faulty, if the quality of electricity does not correspond to the standards adhered to in Finland. The standard to be applied when these terms enter into force is SFS - EN 50160.

10.4.3. As regards network service concerning three-phase current, interruptions in one or two phases may mean the interruption referred to in article 10.5.

10.5. When the mode of supply is evaluated, it must be taken into account that it is not possible to require that electricity supply is never interrupted. The electricity network is exposed to various natural and other phenomena that may cause interruptions. If there is no agreement to the contrary, the network service is faulty, if there have been continuous or repeated interruptions in the network service and these interruptions (power cuts) cannot be considered minor in view of their reason and circumstances. The faults caused by an interruption in the network service shall be evaluated as a whole.

10.6. When the mode of supply is evaluated, e.g., the following articles shall be taken into account, in addition to what has been stated in the previous article:

10.6.1. The DSO is entitled to temporarily and immediately interrupt the network service (to cut the distribution of electricity), if it is necessary for preventing danger to human life, health or property.

10.6.2. An essential disturbance in electricity generation, network operations or cross-border electricity transmission or some other reason independent of the DSO (such as a war or other type of crisis situation, industrial action or an exceptional natural circumstance) may cause such a disturbance in the availability of electricity that the supply of electricity may be totally interrupted or it may decrease so that the DSO is forced to interrupt the provision of network service to users or introduce regulation.

10.6.3. If the DSO is capable of supplying electricity or offering other network services to a limited extent only due to the reasons specified in the two previous articles, the DSO is entitled to divide (regulate) the electricity available between users by taking into account the general and vital needs of society, any provisions that may be issued by the authorities, any valid plans or obligations concerning the management of the electricity shortage, as well as the prevailing circumstances, and to interrupt the provision of other network services, if necessary.

10.7. Network service may be temporarily interrupted, if the interruption is necessary for maintaining the provision of services by servicing, modifying and inspecting the necessary equipment, or by diagnosing faults in it, or for some other similar reason. The interruption shall not be unnecessarily long, and it shall take place at such a time and in such a manner that it will cause as little disturbance to the users as possible.

10.8. Sufficient information shall be provided on interruptions caused by the reasons specified in the previous article, of which the DSO has been aware of in advance. If sufficient information is not provided on an interruption referred to in this article or if the reconnection following the interruption is unnecessarily delayed from what has been stated earlier, the network service is faulty.

10.9. The interruption is considered to have begun at the moment, when the DSO has been notified of it or can be considered to have been aware of it.

10.10. The user shall keep in mind that electricity supply may not be uninterrupted. The user shall take into account the operating conditions of his equipment and make sure that the supply of electricity to his equipment is appropriate, if he, e.g. due to the sensitivity of his equipment needs electricity of a higher quality than the electricity conforming to conventional network service, or an uninterrupted supply of electricity.

10.11. The user shall without delay notify the DSO of any fault or an imminent fault he has detected in network service, or of the fact that he considers there to be a fault in network service. A notification is not necessary, if it is justified to assume that the DSO is aware of the fault or an imminent fault or has otherwise been informed of the opinion of the user.

10.12. The DSO shall, as soon as he has been notified of a fault or has otherwise become aware of it, without delay, diagnose the fault and repair it.

10.13. If there is a fault in network service, the DSO is required to compensate the user for the damage caused by the fault in accordance with chapter 11.

10.14. If the network service is faulty, the user is entitled to a price reduction proportionate to the fault. If the fault is due to an interruption in network service, the price reduction shall amount to at least four per cent (4%) of the estimated annual network service fee paid by the user for the place of electricity use concerned. If the user is not a consumer, the above-mentioned 4% rule shall be applied to the calculation of annual price reductions up to EUR 350 per user. A price reduction shall always correspond to at least the fault, however. If the user is paid a standard compensation due to an interruption in network service in compliance with chapter 12, he is not entitled to the price reduction referred to in this article due to the same interruption.

10.15. The DSO shall deduct the price reduction derived from a fault that has come to his knowledge from the following invoice to be sent to the user, or refund the price reduction to the user in compliance with articles 9.4. and 9.4.1.

10.16. The user has always the right to present claims based on a fault in network service to the DSO. A claim shall be presented within a reasonable time from the moment the user has noticed, or should have noticed, an interruption in network service, and has had the DSO's contact details needed for presenting the claims.

10.17. The DSO is not responsible for a fault, if he within a reasonable time after having been notified of the claim notifies the user of the vendor who is responsible for the fault and who will assume responsibility for compensating the user for the damage resulting from the fault, or a price reduction.

## **11. Paying compensation for damages**

11.1. The DSO shall compensate the user for the damage caused by a delay or fault in network service specified in these terms, in accordance with the reasons and limitations laid down in this chapter.

11.2. No compensation shall be paid for damages caused by a delay, if the DSO shows that the delay is caused by an obstacle beyond his control, which he cannot reasonably be expected to have taken into account when concluding the network contract and the consequences of which he could not have reasonably avoided or overcome.

11.3. If the delay is caused by a third party that the DSO has used as help in fulfilling the terms of the network contract, the DSO is released from his obligation to pay compensation only if this third party would be released from the obligation to pay compensation by virtue of article 11.2.

11.4. The user has the right to receive compensation for indirect damage only if the delay or fault is caused by negligence attributable to the DSO. If the user is not a consumer and no agreement has been made to the contrary by the parties to the contract, the maximum sum to be paid as compensation for indirect damage by the DSO corresponds to the total amount of annual network service charges paid by the user. The amount to be paid as compensation may exceed EUR 8,500, however. If the DSO has been guilty of deliberateness or gross negligence, the limitation of the maximum amount of compensation shall not be applied.

11.5. In these terms, indirect damage means:

11.5.1. loss of earnings incurred by the user of electricity because of the delay or fault or the consequent actions;

11.5.2. damage caused by an obligation which is based on some other agreement;

11.5.3. major loss of utility at the place where electricity is used when this loss does not result in direct financial damage, and other comparable major disturbance;

11.5.4. damage caused to the property of a user who is not a consumer by a functional disturbance or stopping in the user's device or equipment as a result of a fault in network service, or an interruption of the user's activity, or consequential financial damage or loss due the same reason; and

11.5.5. other damage of a similar nature that is difficult to foresee.

11.6. The consumer is entitled to receive compensation also for the damage caused to his family or family member on the same grounds as for the damage caused to him.

11.7. In spite of what has been stated above in article 11.5.4., the user shall be compensated for the damage caused to his property which is mainly in his private use. Similarly, a person who is in the position of a consumer and has no contractual relation with the DSO, who acquires the network service from the user, shall receive direct compensation for the damage specified in the previous sentence. The user is not entitled to a corresponding compensation.

11.8. In order to prevent damage, when damage occurs or is imminent, the parties to the contract shall take all measures for the prevention or limitation of damage that can reasonably be required or expected of them. If the damage is caused by the user's activity, the vendor is not required to pay compensation for it. Compensation shall be paid for the damage that has been caused to a contracting party by the limitation of the damage for which compensation shall be paid in accordance with these terms.

11.9. If the user shirks his obligation to take reasonable action to limit the extent of the damage being caused to him, he himself shall be liable for the damage in this respect. If the user's negligence can be considered to be of minor significance, the proportion of liability for damage to be borne by the user may be reduced in this respect, however.

11.10. The DSO is not required to pay compensation for such damage, for which the user or some other party is entitled to receive compensation on other grounds, such as a delay in connecting the user to network service.

## **12. Standard compensation**

12.1. The user has the right to receive a standard compensation due to a continuous interruption in the network service, unless the DSO or vendor selling electricity to users through an internal network of a property or a group of properties corresponding to it, shows that the interruption of network service is caused by an obstacle beyond his control which he cannot reasonably be expected to take into account in his operations and the consequences of which could not have been avoided or overcome with due diligence.

12.2. A standard compensation is always based on an interruption caused by the network service provided by the DSO. If the interruption has been due to a disturbance or interruption that has occurred on the national grid or a regional network or that has been caused by measures taken by third parties, the user has no right to receive standard compensation. If the interruption has been caused by the user's electrical equipment, the DSO is not required to pay standard compensation to the user concerned or to other users affected by the interruption in question.

12.3. The amount of standard compensation of the user's annual network service fee is as follows:

- 1) 10%, when the interruption duration has been at least 12 hours, but less than 24 hours;
- 2) 25%, when the interruption duration has been at least 24 hours, but less than 72 hours;
- 3) 50%, when the interruption duration has been at least 72 hours, but less than 120 hours;
- 4) 100%, when the interruption duration has been at least 120 hours.

The maximum amount of standard compensation to be paid due to an interruption in the network service is EUR 700 per user. The maximum amount of standard compensation can be revised by a Government decree to correspond to a change in the value of money.

12.4. If the user is paid a standard compensation due to an interruption in the network service, he is not entitled to the price reduction referred to in article 10.14. due to the same interruption.

12.5. No agreements resulting in deviations from the payment of standard compensation shall be made to the detriment of the user.

12.6. The user has always the right to present his claims based on interruptions in the network service to the DSO. A claim shall be presented within a reasonable time from the moment the user noticed, or

should have noticed, the interruption in the network service, and has the DSO's contact details needed for presenting the claim.

12.7. A DSO is responsible to the user for interruptions in the network service. The DSO is also responsible for interruptions in the network service to the user, who buys electricity through the internal network of a property, or a group of properties corresponding to it, which is connected to his distribution network, unless the DSO within a reasonable time after having been notified of the claim notifies the consumer of the vendor who will assume responsibility for the standard compensation based on the interruption in the network service.

12.8. Fulfilment of the conditions that entitle a user to standard compensation does not mean that there would have been a fault in the network service conforming to article 10.

## **D. Changing the terms of contract, transfer and expiration of the contract**

### **13. Changing the terms of contract and prices**

13.1. The contracting parties may jointly agree to change the terms of an individual network contract. Unless some other agreement has been made, the provisions included in articles 2.5.—2.5.5 shall be complied with.

13.2. The DSO has:

- the right to change the terms of the network contract and prices, if the reason for the change is a change in the level of capital costs related to network service, such as a change in interest expenses, investment requirements related to the development of the network, or a change in the depreciation or payback periods of the capital tied to the network, which is not attributable to the DSO; and
- the right to adjust the prices in the network contract so that the pricing also after the adjustments meets the requirements for reasonable pricing laid down in section 14, subsection 2, of the Electricity Market Act. (only reasonable adjustment may be made on the basis of this); and
- the right to change the terms of a network contract and prices, if the reason for the change is changes in the cost of network construction or maintenance, changes in the charges that the DSO shall pay to other DSOs, changes in the acquisition cost of grid losses, changes in the labour or other operating costs related to network service, other than the costs related to network construction or maintenance, changes in the costs of providing other services required by the provision of network service, or changes in obligations affecting network service.

The network contract may not be changed on the basis of this article so that the principal content of the network contract will change.

13.3. The DSO is entitled to change the prices and other terms of contract, if the change is based on a legislative amendment or a decision of the authorities that the DSO could not have taken into account when concluding the network contract.

13.4. The DSO may change the prices and other terms of contract on the basis of such a legislative amendment or decision of the authorities which the DSO has been aware of when concluding the network contract, provided that the change will not essentially change the prices or the principal content of the network contract.

13.5. If there is a change in the DSO's area of responsibility, the DSO is entitled to change the prices of network services or other terms of contract in order to implement uniform pricing. Price changes resulting in significant changes in the charges to be paid by individual users shall be implemented within a transition period that the Energy Market Authority will approve before the new prices are adopted.

13.6. Furthermore, the DSO is entitled to change the terms of contract and prices, if there is a special reason for the change, owing to

- an essential change in circumstances;
- a revision of outdated contractual or pricing arrangements, or
- measures required by energy conservation.

13.7. Within a reasonable transition period, the DSO is entitled to replace an outdated network service product with another network service product that is presented in the product price list and is suitable for the user. The DSO shall send the user a withdrawal plan indicating the manner and schedule of withdrawing the outdated product. The plan must be sent to the user within a reasonable time before the product is replaced.

13.8. The DSO is entitled to make such minor changes in the terms of the contract that do not affect the principal content of the contractual relation.

13.9. The DSO shall send the user a notification of how and from which date the prices and other terms of contract will change and the reason for the change. A statement about whether the contracting party is entitled to terminate the network contract shall also be included in the notification. If the reason for the change is some other than an amendment to legislation or a decision of the authorities, the change may take effect at the earliest two weeks, and on the part of consumers, one month after the sending of a notification. The notification is to be sent to the invoicing address of the user or to some other address separately agreed on, and it can be included, e.g., in an invoice to be sent to the user.

13.10. If the change is based on an amendment to legislation or a decision of the authorities, the DSO is entitled to implement the change as of the date when the change or decision took effect. If the change does not benefit the user, it can be implemented as of a later date to be determined by the DSO. The DSO shall notify the user of the changes to be made on these grounds as soon as possible.

#### **14. Transfer of the network contract**

14.1. The user may not transfer a network contract to a third party.

14.2. The DSO is entitled to transfer a network contract to another DSO. The terms of a network contract may not be changed in connection with the transfer, unless there are other provisions to the contrary in article 13.5. The new DSO shall notify the user of the transfer no later than in connection with the first invoice.

#### **15. Expiration of the network contract**

15.1. When a connection contract expires, also the network contracts concerning the place of electricity use specified in the connection contract expire.

15.2. A fixed-term network contract expires at the end of the term or because it has been revoked. The consumer is entitled to terminate also a fixed-term network contract in the same way as a network contract that is valid indefinitely

15.3. A network contract that is valid indefinitely expires when it is terminated or revoked.

15.4. The user is always entitled to terminate the network contract that is valid indefinitely at two weeks' notice

15.5. After the user has been notified of a revision of the terms or prices, or of a transfer of the network contract, he is entitled, for 15 days (in case of the consumer, for 30 days), to terminate the network contract without a period of notice. In such a case, the revised terms or prices do not concern the user, unless the revision is based on a decision of the authorities or an amendment to legislation.

15.6. The DSO may not terminate the network contract of a consumer. The DSO may terminate the network contract of a user who is not a consumer at three months' notice, if maintaining the validity of the network contract is unreasonable for the DSO due to a legislative amendment or an essential change in circumstances.

15.7. The user is entitled to revoke a network contract, if the commencement of network service has been delayed for more than 24 hours or if the network service has been interrupted for more than 24 hours, provided that the reason for the delay or interruption is attributable to the DSO and is other than a force majeure.

15.8. The DSO is entitled to revoke a network contract,

15.8.1. if the user has materially breached his obligations based on a network contract and the breach of contract has not been rectified within a reasonable period specified in writing by the DSO;

15.8.2. if the user is guilty of stealing electricity or of intentionally damaging the equipment under the responsibility of the DSO or vendor; or

15.8.3. if the provision of network service to the place of electricity use has been interrupted on the grounds of a non-payment or some other non-fulfilment of contract and the interruption has continued for at least one month.

15.9. If the consumer is late with his payments, the network contract may be revoked only in situations conforming to article 15.8.3.

15.10. The DSO shall send the user and the user's vendor in charge of open supply a notification in writing of the termination of the network contract, specifying the grounds for the termination and the date when the network contract expires.

## **16. Responsible parties**

16.1 The contractual parties are mutually responsible for the obligations specified in the network contract.

16.2. The user is responsible for any damage caused to third parties, if he fails to meet his obligations conforming to the network contract.

16.3 The contractual parties are also responsible for the activities, installations and equipment of other parties than those referred in chapter 4 falling within the scope of their responsibility.

16.4. The user has always the right to present his claims based on a fault in network service specified in chapter 10 and an interruption of network service specified in chapter 12 to the DSO. The claim shall be presented within a reasonable time from the moment the user noticed, or should have noticed the interruption in network service and has had the DSO's contact details needed for presenting the claim.

16.5. The DSO is responsible to the user for the fault in network service specified in chapter 10. The DSO is not responsible for the fault, if he within a reasonable time after having been notified of the claim notifies the user of the vendor responsible for the fault, who will assume responsibility for compensating the consumer for the damage resulting from the fault, or for a price reduction.

16.6. The DSO is responsible to the electricity user for the interruption in the provision of network service referred to in chapter 12. In addition to this, the DSO is responsible for interruptions in the provision of network service on his network also to the user, who buys electricity through the internal network of a property, or a group of properties corresponding to it, connected to his distribution network, unless the DSO within a reasonable time after having been notified of the claim notifies the consumer of the vendor who will assume responsibility for the standard compensation based on the interruption in the provision of network service.

## **17. Settling matters under dispute**

17.1. The consumer has the right to bring any disputes derived from the interpretation of this network contract to the Consumer Disputes Board for consideration.

17.2. Any disputes derived from the network contract shall be settled by the general court of first instance of the locality where the user's place of electricity use is situated, unless some other agreement has been made. However, a consumer is always entitled to bring a suit to the general court of first instance of his place of domicile in Finland.