

## New Terms of network service enter into force as of 1 December 2024

Caruna Oy and Caruna Espoo Oy will implement new general contract terms as recommended by Finnish Energy (Terms of network service VPE2024). The Terms of network service apply to Caruna customers registered for the electricity network service. No action is required from your side.

### Electronic service

According to the new Terms of Network Service, a confirmation notification, notification of changes to the price or other terms of the contract, or other messages mentioned in the terms can be sent to the customer's email instead of by postal mail in the future. You can check and, if necessary, change your contact information by logging in to Caruna+ at [plus.caruna.fi](https://plus.caruna.fi). If you would like to receive notices related to the terms and conditions by postal mail in the future, you can contact our customer service at 0200 23 222 Mon-Fri 9-15 (local network charge/mobile charge).

### Grounds for change

Amendments to the terms are required due to legislative changes, significant shifts in circumstances, the renewal of outdated contractual or pricing structures, and the implementation of essential energy conservation measures. We have also made minor revisions to the contract terms that do not impact the essential nature of the contractual relationship.

Please visit the following page for a comprehensive review of the amendments to the Terms of network service. Our contract terms can be found at [caruna.fi/en/contract-terms-and-conditions](https://caruna.fi/en/contract-terms-and-conditions).

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## Summary of changes to Terms of network service VPE2024

### 1. Scope of application and definitions

1.6. Added electricity storages as a customer type.

1.23. The product price list, which may accompany the contract, can be presented electronically on the network operator's website or at another mutually agreed-upon location. Additionally, service rates have been excluded from the contract. Moving forward, incorporating a link within the contract confirmation will adequately enable customers to access the current service rates.

1.24. and 8.8. Improved the use of electronic services to ensure that contract confirmations, as well as notifications regarding price and terms changes, are primarily delivered to customers electronically, with free paper copies available upon consumer request. The user shall be duly informed of the existence and primary content of notifications through a mutually agreed channel, such as email or SMS. The distribution system operator (DSO) must clearly and comprehensively inform consumers of their right to receive their contract confirmation in paper form.

1.26. Added a definition of the imbalance settlement period and revised terminology for. e.g., connection points and remote measuring equipment. The alteration of the imbalance settlement period from one hour to 15 minutes has been taken into account.

1.28. Deleted mention of compliance with the Electricity Market Act.

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

2.4. The stipulation in the Electricity Market Act that mandates identical names for electricity sales and network service contracts has been addressed, and sentence structures have been revised accordingly.

2.6.1. Service rates have been excluded from the contract. Moving

forward, incorporating a link within the contract confirmation will adequately enable customers to access the current service rates. According to the existing terms, it is unnecessary to include the product price list if the pricing structure has been independently agreed upon within the individual terms. Should it become necessary to append the product price list to the contract, it is enough to include a link to the current product price list.

2.6.2. Deleted mention of the binding nature of an electronic contract.

New 2.6.2. Revised section 2.6.2. to include the option of electronically sending a contract confirmation in alignment with section 1.23, without a separate agreement. The contract confirmation must be sent either to the address of the point of delivery, to another address indicated by the user, or to another agreed channel of communication.

New 2.6.2. Due to a legislative amendment, it is no longer necessary for the contract or contract confirmation to include the energy consumer's checklist information and the address to the Energy Authority website.

2.10.1. Time limits for electricity supply no longer need to be agreed in writing.

### 3. Security and advance payment

In compliance with the Electricity Market Act, clause 3.12 has been removed as it permitted pre-invoicing for consumers, which is deemed illegal.

### 4. Electrical equipment

4.6. A new condition has been added, according to which the same electrical equipment cannot be part of more than one electricity consumption site, neither simultaneously nor alternately. This clause is not applicable to electricity consumption sites where electricity is used or generated with a nominal capacity of up to 100 kVA or less, which are measured

by the same electricity meter of the DSO in compliance with metering legislation.

4.7. Electrical installations must be executed in a manner that ensures an interruption in the electricity supply at one electricity consumption site does not impact the supply at other locations, unless separately agreed. This clause is not applicable to electricity consumption sites where electricity is used or generated with a nominal capacity of up to 100 kVA or less, which are measured by the same electricity meter of the DSO in compliance with metering legislation. Additionally, service rates have been excluded from the contract. Moving forward, incorporating a link within the contract confirmation will adequately enable customers to access the current service rates.

4.8. Stated that the electricity use or generation at the electricity consumption site may not exceed the maximum current (fuse size) or the agreed maximum capacity specified in the network contract or connection contract. 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.

4.9.2. Electric vehicle charging equipment and energy storages have been added to the list of equipment requiring prior clearance.

4.11. Specified that the user shall immediately report any defects or malfunctions he detects.

#### 5. Special requirements concerning electricity generation installations

5.3.1. A new requirement of the Electricity Market Act for a simple notification procedure for production equipment below 10.8 kilowatts has been added.

5.4. Specified that the user must clearly and comprehensively inform the system operator on the conformity and condition of the production equipment, using industry-standard communication methods.

#### 6. Metering of electricity and the metering equipment

6.1. Clarified that the DSO is not responsible for organizing the internal measurement of use.

6.8. Revised the legal reference and integrated a quarterly measurement service, aligning with current industry practices for time-based measurement services.

#### 7. Reading of the meter and transfers of metering data

7.4. Added that the network operator is authorized to assess the production measurement data.

#### 8. Invoicing and payments

8.1.1. and 8.1.2. Updated network operator billing terms and conditions to reflect new legislation and data hub procedures.

8.6., 8.6.1., 8.6.4. and 8.6.5. Clarified the definition of a measurement error.

8.6.4. Should the DSO adjust the user's invoicing on the seller's behalf regarding the sales invoice, the DSO will subsequently adopt the pricing from its public price list, derived from the Finnish area price of the Nordic electricity exchange.

#### 9. Interruption of network service

9.2.3., 9.2.4. and 9.2.5. Section 102 of the Electricity Market Act now encompasses scenarios where a customer's electricity contract is terminated due to reasons ascribable to the seller, such as the seller's bankruptcy. This has been taken into account. The DSO will maintain the consumer's network service until the Energy Authority authorizes the transfer of the customer to the supplier responsible for the delivery obligation.

#### 10. Commencement of, and delay in, network service

10.1. Added to the section on the conditions for starting the online service, that the terms and conditions

mentioned in it 2.3. and 2.4. are exemplary.

10.3.1. Stated that no compensation shall be paid for damages caused by delay in commencement of the network service if the commencement of the network service is delayed because the user has not confirmed to the DSO the enabling of a safe connection of electricity supply when requested by the DSO.

## 12. Standard compensation

12.6. Clarified that the consumer's right to compensation for damage caused to a family member applies to those living at the same point of delivery.

## 14. DSO's liability to pay standard compensation

14.4. and 14.5. The standard compensation limits, effective January 1, 2024, have been updated in accordance with the Electricity Market Act, ensuring consistent terminology across the terms.

## 15. Changing the contract terms and rates

Amended section 15.10. taking into account the different ways of doing transactions and agreeing on them as described above.

## 17. Expiration of the network contract

17.9. International mandatory sanctions have been incorporated into the terms regarding the termination of the agreement. DSOs will have the authority to immediately terminate a contract if the user is affected by international sanctions imposed by law or a governing authority. In addition, the DSO has the right to demand compensation for damage caused by the termination.

Section 17.11. has been revised to align with industry practice.

## 19. Settling matters under dispute

19.2. Added, that corporate customers are legally entitled to submit con-

tract disputes to the Energy Market Disputes Board for resolution.