



General Terms and Conditions

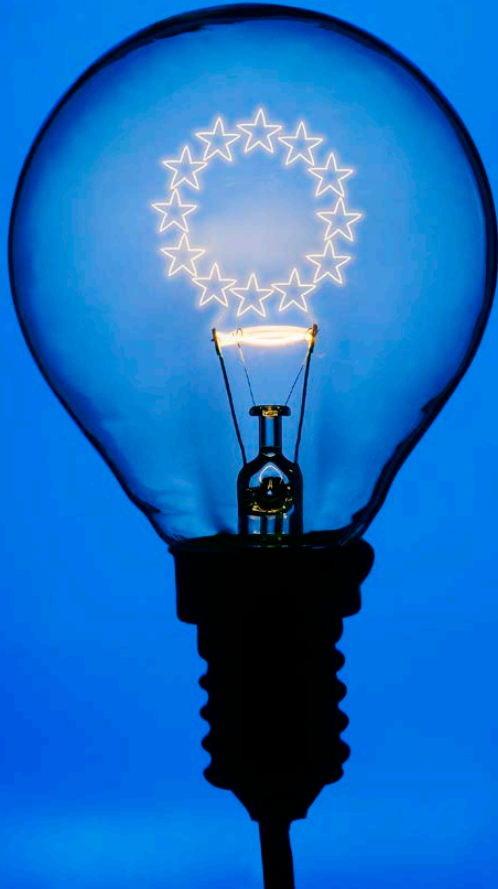
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Issues identified

1. **General issues: contract about mutual rights and obligations**
2. Connection to the grid: needed data, technical standards, ownership border, DSO ownership in case of more than one user, property utilization for power lines
3. **Usage of the grid infrastructure: contract terms, obligation of the DSO to provide grid capacity, force majeure**
4. Quality of supply and ancillary services
5. **Operation and maintenance: retroactive grid perturbations, obligation of grid user, examination of customer site**
6. Grid service remuneration
7. **Measuring and load profiles, ownership, managing transition, calibration, measuring station, meter reading, standardized load profile**
8. Storage of data, access by the customer, data transmission
9. **Change of supplier**
10. Data protection and privacy
11. **Invoicing: time limit, treatment of price variations, objections, installments**
12. **Payment, default, reminder, prepayment, security payment, contractual penalty**
13. Change of GT&C
14. Duration, termination, assumption of the contract, legal succession
15. Suspension of the contract in case of violations (security of life, perturbations etc)
16. Termination due to cogent reasons
17. Mutual liability obligations

2. Usage of grid infrastructure



- Specific data needed for contract: different level of specification
- Time limits to provide new or additional facilities
- Right of DSO to perform security and technical checks
- Connection fee: no separate fee – separate methodology
- Definition of force majeure: not in all GT&C
- Ownership border fixes in the agreement: not all GT&C

3. Operation and maintenance



- Obligation of DSO to maintain grid and of customer to maintain internal devices
- Obligation of grid user to strictly avoid perturbations to the grid and other grid users by inadequate devices
- Assessment of retroactive perturbations
- Maximum time limit to mitigate perturbations
- Right of DSO to disconnect in case of lack of compliance with limits of standards

Mostly lacking in GT&C

4. Measuring and load profiles



- Owner of the meter: DSO or customer
- Separate fee for meter: not separate
- Frequency of meter reading: different approaches
- Obligation to install smart meter: mostly lacking
- Frequency of data transmission from meter: mostly no provision
- Obligation of customer to provide metering compartment: mostly no provision
- Installed in building or at connection point: mostly no provision
- Who pays for extraordinary calibration: mostly not regulated
- Obligation of owner of building to protect meter: sometimes stipulated
- Permanent access right to meter by DSO: in all GT&C
- National rule for standardisation of load profiles (+ further questions regarding load profiles): mostly lacking
- Storage of data in electronic meters and submission: mostly no provision

5. Change of suppliers

- Process design/special switching rules
- Time limit to complete the process
- Effective date of change coupled to the end of calendar period
- Extra reading by DSO
- Special invoice by DSO separating the periods of supply by different suppliers

Only covered by some of the GT&C

6. Invoicing



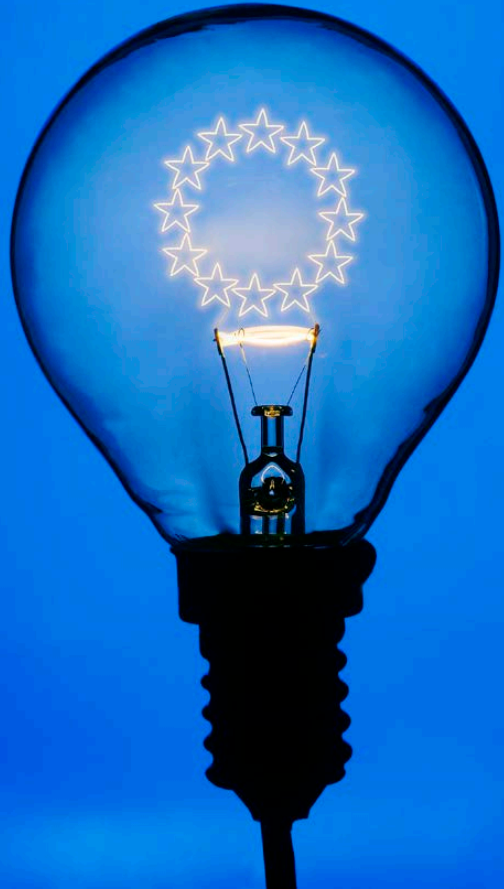
- Time limit to submit invoice after regular meter reading: 10/15 days or no provision
- Who invoices grid charges: DSO directly or via supplier: mostly via supplier
- Procedure in case of modification of grid tariffs by the NRA: only contained in some GT&C
- Time limit to raise objections to an invoice: some 8 days

7. Payment



- Deadline for payment after issuing of invoice: min. 8 days – „as stipulated in the contract“
- Can consumer declare payments via the supplier: mostly not
- Rule that payment automatically covers the oldest debt: mostly lacking
- Default interest for overdue invoices: only contained in some GT&C
- Right to demand payment in installments: not common in GT&C
- Rules for security payments: mostly lacking
- Contractual penalties for breach of contract: mostly not

Proposal of next steps



- Provision of all GT&C
- Completion of overview table
- Comments on table

- Decision on work product
- Definition of key provisions
- Development of work product



*Thank you
for your attention!*

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