



**Legislation**



# Consumer's rights and obligations

- The right of access to the electricity power grids;
- The right to consume electricity;
- The right to choose its electricity supplier without paying any fee for changing it;
- The right to be informed about the general contract conditions, the prices and tariffs applicable, the interruptions scheduled in the supply of electricity etc.;
- The right to require the supplier to amend and supplement the supply contract and its annexes when new items appear or when deemed necessary to amend or supplement contractual provisions;
- The right of access to measurement groups and systems;
- The right to ask the supplier to take measures to remedy the malfunctions and disruptions in the electricity grids;
- The right to be compensated for damages caused by the supplier.



# Obligations of the consumer of electricity

- Obligation to pay for the value of electricity consumed;
- Obligation to pay penalties in case of non-observance of the supply contract, the subsequent penalties being the temporary cessation of supply or termination of the supply contract;
- Obligation not to sell the purchased electricity;
- Obligation to answer for damages caused to the supplier;
- Obligation to obtain all legal approvals prior to making any changes to the installation of electricity;
- Obligation to inform the supplier as soon as possible of any malfunction in the operation of the measuring unit / system or the installation using electricity;
- Obligation of the electricity consumer with an installed power of at least 1,000 kVA to present hourly forecasts of consumption to the supplier with whom it has contractual relations.



# The consumer's right to information on electricity supply

- By law, you have the right to be informed about your relationship with Power Peak Trading.
- You have the right to request and receive, free of charge, before signing the supply contract, a copy of it and the standard terms of service provision, as the case may be.
- Before signing the supply contract, Power Peak Trading has the obligation to provide you with the following information in writing:
  - The steps and documents needed to conclude a supply contract;
  - Type offers for which you can choose, as the case may be;
  - The contract corresponding to the chosen offer, as the case may be;
  - Prices and tariffs.
- Check before signing if the contract includes at least the following information:
  - The identity and address of the vendor;
  - The service provided, the quality levels of the service offered and the continuity in the food, as well as the start date of the contract;



# The consumer's right to information on electricity supply

- Applicable price / tariff;
- The duration of the contract, the conditions for renewal / extension of the contract and temporary interruption of the electricity supply, the right to terminate the contract unilaterally;
- Compensation / compensation and the applicable refund method in case of non-observance of the contractual service quality levels, as the case may be;
- The penalties you have to pay if you do not observe the contractual provisions.
- Your supplier Power Peak Trading has the obligation to provide you, on request, with a printed copy of the procedure for registering, investigating and solving petitions received from consumers.
- Your supplier, Power Peak Trading, is required to inform you of any changes in the prices, billing, collection or other terms of the contract, in a timely and transparent manner, in a transparent and easy to understand manner.
- If you do not agree with the announced changes, you have the right to cancel the contract without paying damages, respecting the contractual and legal provisions in force.



# The consumer's right to information on electricity supply

- In the situation where pre-contractual misunderstandings occur and the parties don't reach an agreement, according to ANRE Order no. 35/2013 for the approval of the procedures regarding the settlement/mediation of the misunderstandings appeared at the conclusion of the contracts in the electricity field, the parties can address to ANRE in order to start the solving process at the level of the authority.
- In order to resolve the disputes occurred in the performance of the contracts, in case the parties don't reach an agreement, they can address to ANRE in accordance with ANRE Order no. 61/2013 for the approval of the Regulation on the organization and functioning of the commission for solving the disputes on the wholesale and retail market appeared between the participants in the electricity and natural gas market.
- If your right to be informed is violated, you can contact the National Regulatory Authority for Energy - ANRE.
- ANRE - THE NATIONAL REGULATORY AUTHORITY IN THE FIELD OF ENERGY -  
<https://anre.ro/consumatori/energie-electrica/>



# Steps and documents related to changing the electricity supplier

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## Step 1

Initiating the changeover process can only take place after the final customer opts for the new vendor. The supplier may be any economic operator holding a supply license on the territory of Romania, this service not being limited to a certain geographic area of service.

## Step 2

In order to conclude the new electricity supply contract, the final customer has the obligation to send to the new supplier at least the following data: the address of the place of consumption, the name of the current supplier, the unique identification code of the point (s) on the electricity bill, the value of the due and unpaid bills by the date of the notification, related to the supplied electricity, respectively to the network services, as the case may be, as well as the data regarding the absorbed power / quantities of electricity for which electricity supply and, as the case may be, documents stipulated in the regulations in force.



# Steps and documents related to changing the electricity supplier

## Step 3

After the final customer and the new supplier agree on the contractual clauses, including on the electricity price, he concludes the contract for the supply of electricity. The electricity supply contract concluded with the new supplier takes effect from the date of termination of the contract with the current supplier.

## Step 4

The final customer of electricity is obliged to notify the current supplier terminating the supply contract at least 21 days before.





# Steps and documents related to changing the electricity supplier

## Step 5

At the request of the final customer and on the basis of the electricity supply contract concluded with the final customer, the new supplier has the obligation to take the necessary steps to conclude the contract / contracts for the provision of the service / network services.

For household customers and small non-household customers, it is not mandatory to read the meter by the OR (network operator) on the day the supplier changes, allowing the customer to take over the index. If the OR has suspicions about the correctness of the index communicated by the final customer or if the client did not pass the self-reported index, then the OR determines the measured value corresponding to the moment of change by reading, and if this is not possible, by estimating consumption based on the historical consumption or consumer convention concluded by the end customer concerned.



# Need More Information?



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