



Rights and obligations of end customers

Final electricity customers have the following rights: a) to benefit from the universal service under the conditions established by ANRE regulations, if they meet the specific provisions of Law no. 123/2012, as subsequently amended and supplemented, in order to be included in this category and to opt for any of the prices/tariffs applicable to the category of end customers to which they belong; b) to opt for any payment method that the supplier makes available; c) to request the RO (directly or through the supplier) to repair or replace the defective metering group/meter, under the conditions of the regulations in force; d) to request the modification of the energy quantities agreed in the consumption agreement, when the billing is made on the basis of a consumption agreement, whenever it considers that its consumption will be modified, provided that the new values are transmitted at least 20 days before the start of the respective billing period; e) to request and receive from the supplier and/or RO explanations regarding the elements of the invoice; f) to receive, in writing, an offer of supply under the conditions of art. 18; (g) to receive all relevant consumption data in a non-discriminatory manner in relation to the costs necessary for the provision of such data; h) any other rights provided by Law no. 123/2012, as subsequently amended and supplemented, by this Regulation, by the contracts concluded or by other applicable normative acts.

The final customer has the following obligations: a) to pay the equivalent value of the invoice issued by the supplier/RO at the price/tariff and under the conditions provided in the electricity and/or network supply contract and other legal provisions; b) to maintain the appropriate technical condition of its electrical installations in accordance with the rules in force; c) to comply with the provisions of the energy dispatcher in accordance with the regulations in force and with the provisions of the distribution/supply contracts concluded; d) not to modify the values of the protection and regulation parameters established with the RO; e) to take measures to avoid overcompensation of reactive energy, if there are no provisions to the contrary in the supply/network contract; f) to communicate in writing, within 30 days, to the supplier/RO any change in the elements that were the basis for the conclusion of the contract; g) to comply with the clauses of the supply and network contracts, including the conditions provided in their annexes; h) any other obligations provided by Law no. 123/2012, as subsequently amended and supplemented, by this Regulation, by the contracts concluded or by other applicable normative acts.

Final customers with a power approved by the technical connection approval/connection certificate of at least 1 MVA are obliged to submit hourly consumption forecasts to the supplier with whom they have contractual relations, according to the regulations issued by ANRE. The transmission of the forecasts and the method of determining the price with which the deviations from the forecasted values are invoiced will be carried out according to the provisions of the supply contract, in the case of negotiated supply contracts and according to specific regulations, developed by ANRE, in the case of supply contracts based on the framework contracts issued by ANRE.