Decision No. 1/17 of the Board of the Public Utilities Commission
Adopted 4 December 2014

Regulations Regarding Information to Final Customers of Electricity and Natural Gas

Issued pursuant to
Section 32, Paragraph four of the Electricity Market Law and
Section 42, Paragraph five of the Energy Law

1. This Regulation prescribes the information and extent thereof to be included by an electricity trader and natural gas trader (hereinafter together – trader) in the invoices and informative materials to be issued to the final customer of electricity or natural gas (hereinafter together – energy) (hereinafter – final customer).

2. At least the following shall be indicated in invoices to be issued to the final customer who is settling accounts for the consumed electricity, in paying the invoices received:
   2.1. the amount of electricity supplied within the period of settlement of accounts (in kilowatt hours);
   2.2. the payment for electricity (in euros) and the average price of electricity (in euros per kilowatt hour) in the period of settlement of accounts;
   2.3. the payment for system services, other services and mandatory procurement components, as well as the total payment for the period of settlement of accounts in invoices to be issued to household customers and other final customers, if the electricity trader has a duty to settle accounts with a system operator for the abovementioned services and components (euros);
   2.4. where the final customer may get acquainted with the information indicated in Paragraphs 5, 6, 9, and 10 of this Regulation.

3. At least the following shall be indicated in invoices to be issued to the final customer who is settling accounts for the consumed natural gas, in paying the invoices received:
   3.1. the amount of natural gas supplied within the period of settlement of accounts (in normal cubic metres);
   3.2. the payment for natural gas (in euros) and the average price of natural gas (in euros per thousand normal cubic metres) in the period of settlement of accounts;
   3.3. the payment for system services in the period of settlement of accounts (in euros);
   3.4. where the final customer may get acquainted with the information indicated in Paragraphs 5, 8, and 10 of this Regulation.

4. If for the final customers referred to in Paragraphs 2 and 3 of this Regulation the period of settlement of accounts is divided into parts, in which differentiated energy price or differentiated mechanism for the forming of energy price is determined, the amount of energy supplied in each different part of the period of settlement of accounts (for electricity in kilowatt hours, for natural gas in normal cubic metres) and the average energy price (for electricity in euros per kilowatt hour, for natural gas in euros per thousand normal cubic metres) shall be indicated in invoices to be issued.
5. The trader shall ensure that the final customer has access to information regarding actual consumption of energy in at least last 24 months or in the time period from the day of entering into an energy trade contract, if it is less than 24 months:

5.1. regarding each period of settlement of accounts, if readings of energy consumption meters are taken in each period of settlement of accounts, and the comparison of this actual consumption of energy with the actual consumption of the respective period of settlement of accounts of the previous year;

5.2. at least once a year, if readings of energy consumption meters are not taken in each period of settlement of accounts, and the comparison of this actual consumption of energy with the actual consumption of the previous year.

6. At least once a year, but not later than by 1 April the electricity trader shall provide an opportunity to get acquainted with an informative material, which includes information regarding the origin of the electricity supplied in the previous calendar year, indicating:

6.1. how many per cent of the total amount of electricity supplied to final customers were procured from electricity producers in Latvia;

6.2. how many per cent of the total amount of electricity supplied to final customers were procured from other traders in Latvia;

6.3. how many per cent of the total amount of electricity supplied to final customers were procured at an electricity exchange;

6.4. how many per cent of the total amount of electricity supplied to final customers were produced from each type of renewable energy resources (hydro-power, biogas, biomass, wind power, solar power or other type of renewable energy resource), if it is possible for the electricity trader to obtain such information;

6.5. how many per cent of the total amount of electricity supplied to final customers were produced from each type of fossil fuel (natural gas, coal, bituminous shale or other type of fossil fuel), if it is possible for the electricity trader to obtain such information.

7. Information regarding the origin of the electricity supplied from renewable energy resources must be justified in accordance with laws and regulations.

8. At least once a year, but not later than by 1 April the natural gas trader shall provide an opportunity to get acquainted with an informative material, which includes information regarding the origin of the natural gas supplied in the previous calendar year, indicating:

8.1. the state of origin of the natural gas supplied to final customers;

8.2. the sources of natural gas in Latvia.

9. At least once a year, but not later than by 1 April the electricity trader shall provide an opportunity to get acquainted with an informative material, which indicates where information regarding the environmental impact of production of the electricity supplied to final customers in the previous calendar year is accessible to the public, at least in relation to carbon dioxide emissions and radioactive waste, if it is possible for the electricity trader to obtain such information.

10. The trader shall provide an opportunity to get acquainted with an informative material, which includes information regarding the rights of final customers in relation to the means for the settlement of disputes.

11. The trader shall ensure that the informative materials referred to in Paragraphs 6, 9 and 10 of this Regulation regarding the electricity supplied or the informative materials referred to in Paragraphs 8 and 10 regarding the natural gas supplied are posted on the website of the trader and their printed copies are freely accessible at the user service centre. If a user service centre
has not been established, the trader shall ensure access to informative materials at the legal address, actual address and branch of the trader.

12. Submissions of final customers regarding fulfilment of the duties specified for the trader in this Regulation shall be examined by the Public Utilities Commission (hereinafter – the regulator). After receipt of a submission of the final customer or upon its own initiative the regulator shall evaluate the conformity of the action of the trader with this Regulation and decide on legal consequences, if the trader has not fulfilled the duties specified in this Regulation.

13. Decision No. 1/2 of the Public Utilities Commission of 8 February 2012, Regulations Regarding Information to the Final Customers of Electricity (Latvijas Vēstnesis, 2012, No. 26), is repealed.

14. The Regulation shall come into force on 1 January 2015.

**Informative Reference to the European Union Directives**

This Regulation contains legal norms arising from:


Acting in the capacity of the chairperson
of the Public Utilities Commission
Member of the Board

R. Irklis