**Decision No. 1/16 of the Board of the Public Utilities Commission**

Adopted 3 December 2020

**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 107, Paragraph six of the Energy Law*

**1. General Provisions**

1. These regulations prescribe the information and the extent thereof to be included by an electricity trader, a natural gas trader, and a natural gas public trader (hereinafter together – the trader) in the invoices and informative materials to be issued to the final customer of electricity or natural gas (hereinafter together – the energy).

2. The following terms are used in the regulations:

2.1. **invoice**– a source document of transactions which is issued and sent by the trader to the final customer for payment for the energy consumed;

2.2. **used proof of origin** – a proof of origin in respect of which a note regarding the use thereof has been made in the register of proof of origin maintained by the electricity transmission system operator or the Ministry of Economics after the quantity of electricity specified in the proof of origin has been applied to the quantity of electricity consumed by the market participant.

**2. Information to be Included in Invoices**

3. The trader shall indicate at least the following information in the invoices to be issued to the final customer who settles accounts for the consumed electricity by paying the invoices received:

3.1. to the final customer of electricity:

3.1.1. the name and contact details of the electricity trader, including e-mail address and telephone number where the final customer can receive the invoice information;

3.1.2. the name of the electricity product received;

3.1.3. the amount of electricity supplied within the period of settlement of accounts in kilowatt hours [kWh];

3.1.4. the electricity price for the period of settlement of accounts [EUR/kWh];

3.1.5. the fee for electricity in the period of settlement of accounts [EUR];

3.1.6. the fee for system services and other services [EUR] (not applicable to electricity invoices for users who are not household users and who have not delegated the electricity trader to settle accounts for the system services), indicating a unit value;

3.1.7. the fee for mandatory procurement components and the fee for capacity components [EUR] (not applicable to electricity invoices for users who are not household users and who have not delegated the electricity trader to settle accounts for the mandatory procurement components and capacity components), indicating a unit value;

3.1.8. the total payment amount for the period of settlement of accounts [EUR];

3.1.9. the date for the payment of invoice;

3.1.10. the term of validity of the electricity trade contract;

3.1.11. information on where it is possible to become acquainted with the information referred to in Paragraphs 8, 9, 11, and 13 of these regulations;

3.2. to the final customer of natural gas:

3.2.1. the name and contact details of the natural gas trader or natural gas public trader, including e-mail address and telephone number where the final customer can receive the invoice information;

3.2.2. the name of the natural gas product received;

3.2.3. the amount of natural gas supplied within the period of settlement of accounts in kilowatt hours [kWh];

3.2.4. the amount of natural gas supplied within the period of settlement of accounts in cubic metres [m3] and weighted average gross calorific value of natural gas under standard conditions within the period of settlement of accounts [kWh/m3] for the recalculation of the amount of natural gas consumed for the relevant calorific area from cubic meters to kilowatt hours [kWh];

3.2.5. the natural gas price for the period of settlement of accounts which includes storage and transmission system services [EUR/kWh];

3.2.6. the fee for natural gas in the period of settlement of accounts [EUR];

3.2.7. the fee for the distribution system service [EUR], indicating a unit value;

3.2.8. the fee for the transmission system service at the exit point for the supply of Latvian users [EUR/kWh];

3.2.9. the total payment amount for the period of settlement of accounts [EUR];

3.2.10. the date for the payment of invoice;

3.2.11. the term of validity of the natural gas trade contract;

3.2.12. information on where it is possible to become acquainted with the information referred to in Paragraphs 7, 12, and 13 of these regulations.

4. The trader may issue a combined invoice for both services to the final customer who settles accounts for the consumed electricity and natural gas, indicating at least the information referred to in Paragraph 3 of these regulations.

**3. Information to be Included in the Informative Materials**

5. The electricity trader shall, at least once a year before the beginning of the period of settlement of accounts, send to the final customer who settles accounts for the consumed electricity, using methods for the settlement of accounts other than the invoice, to the correspondence delivery address indicated in the electricity trade contract, except for cases where the final customer has refused to receive informative materials at the correspondence delivery address, or publish the informative material on the self-service system for final customers of the electricity trader, indicating at least the following:

5.1. the name and contact details of the trader, including e-mail address and telephone number where the final customer can receive the invoice information;

5.2. the name of the electricity product received;

5.3. the estimated average electricity consumption per month within the period of settlement of accounts [kWh];

5.4. the amount of monthly payment which the electricity trader will apply to the settlement of accounts for the next period of settlement of accounts [EUR];

5.5. the electricity price for the period of settlement of accounts [EUR/kWh];

5.6. the fee for system services and other services [EUR];

5.7. the fee for mandatory procurement components and the fee for capacity components [EUR];

5.8. the date for making the monthly payment;

5.9. the term of validity of the electricity trade contract;

5.10. the comparison of the total amount of payments made by the final customer within the period of settlement of accounts with the calculated amount for the amount of services actually received;

5.11. information on where it is possible to become acquainted with the information referred to in Paragraphs 8, 9, 11, and 13 of these regulations.

6. The natural gas trader and the natural gas public trader shall, at least once a year before the beginning of the period of settlement of accounts, send to the final customer who settles accounts for the consumed natural gas, using methods for the settlement of accounts other than the invoice, to the correspondence delivery address indicated in the natural gas trade contract or to the recipient of the supply of last resort to the address of the gasified object, except for cases where the final customer has refused to receive informative materials at the correspondence delivery address, or publish the informative material on the self-service system for final customers of the natural gas trader, indicating at least the following:

6.1. the name and contact details of the trader, including e-mail address and telephone number where the final customer can receive invoice information;

6.2. the name of the natural gas product received;

6.3. the estimated average natural gas consumption per month within the period of settlement of accounts [kWh];

6.4. the amount of monthly payment which the trader will apply to the settlement of accounts for the next period of settlement of accounts [EUR];

6.5. the natural gas price for the period of settlement of accounts which includes storage and transmission system services [EUR/kWh];

6.6. the fee for the distribution system service [EUR], indicating a unit value;

6.7. the fee for the transmission system service at the exit point for the supply of Latvian users [EUR/kWh];

6.8. the date for making the monthly payment;

6.9. the term of validity of the natural gas trade contract;

6.10. the comparison of the total amount of payments made by the final customer within the period of settlement of accounts with the calculated amount for the amount of services actually received;

6.11. information on the weighted average gross calorific value of natural gas under standard conditions within the period of settlement of accounts [kWh/m3] for the recalculation of the amount of natural gas consumed in kilowatt hours [kWh] or information on the website where it is possible to recalculate the consumed amount of natural gas from m3 to kWh;

6.12. information on where it is possible to become acquainted with the information referred to in Paragraphs 7, 12, and 13 of these regulations.

7. The natural gas trader and the natural gas public trader shall, upon request of the final customer, ensure that the final customer has access to the information on the actual consumption of natural gas or consumption of natural gas calculated by the distribution system operator in at least last 24 months or in the period from the day of entering into the natural gas trade contract if it is less than 24 months:

7.1. on each period of settlement of accounts if readings of commercial meters are taken in each period of settlement of accounts, and the comparison of this actual consumption of natural gas with the actual consumption of the respective period of settlement of accounts in the previous year;

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

8. The electricity trader shall, upon request of the final customer, ensure that the final customer has access to the following information:

8.1. on the actual electricity consumption in at least last 24 months or in the period from the day of entering into the electricity trade contract if it is less than 24 months:

8.1.1. on each period of settlement of accounts if readings of commercial meters of electricity are taken in each period of settlement of accounts, and the graphical comparison of this actual electricity consumption with the electricity consumption of the final customer in the same period of the previous year;

8.1.2. on each period of settlement of accounts if readings of commercial meters of electricity are taken remotely in each period of settlement of accounts, itemising in detail the hourly price and the actual consumption of electricity if the final customer uses the exchange tariff;

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

8.1.4. in case of trade in fixed base load, Sub-paragraphs 8.1.1, 8.1.2, and 8.1.3 of these regulations shall apply to a trader who is also the responsible party of the balance of the final customer;

8.2. at least once every six months, precise invoice information based on the actual consumption if readings of commercial meters of electricity are not taken in each period of settlement of accounts and the final customer does not have a commercial meter of electricity the readings of which can be taken remotely but the final customer takes and notifies the readings of the commercial meter of electricity himself or herself at least once every six months;

8.3. information on contact details of a consumer organisation, energy agency, or another similar body, including website addresses thereof where information on the available measures for improvement of energy efficiency of energy consuming equipment can be obtained;

8.4. the code of change of the final customer’s trader or the unique identification code of the final customer’s object.

9. At least once a year but not later than by 31 July, the electricity trader shall provide a possibility for the final customer to become acquainted with an informative material which includes information on the origin of the electricity supplied in the previous calendar year, indicating the following:

9.1. the proportion of electricity purchased from electricity producers in Latvia in the total amount of electricity supplied to final customers;

9.2. the proportion of electricity purchased from other traders in Latvia in the total amount of electricity supplied to final customers;

9.3. the proportion of electricity purchased at the electricity exchange in the total amount of electricity supplied to final customers;

9.4. the proportion of electricity generated from each type of renewables (hydro-power, biogas, biomass, wind power, solar power, or other type of renewables) in the total amount of electricity supplied to final customers;

9.5. the proportion of electricity generated from each type of fossil fuel (natural gas, coal, bituminous shale, or other type of fossil fuel) in the total amount of electricity supplied to final customers;

9.6. the proportion of other electricity not referred to in Sub-paragraph 9.4 or 9.5 of these regulations but indicated in the residual mix calculated by the electricity transmission system operator in the total amount of electricity supplied to final customers.

10. The electricity trader shall indicate the information referred to in Sub-paragraphs 9.4, 9.5, and 9.6 of these regulations according to its used proof of origin and the residual mix calculated by the electricity transmission system operator. Proof of origin used not later than until 1 April of the current year may be used for the purpose of confirming origin for the previous calendar year. Information on the origin of electricity shall be indicated for each product of the trader individually.

11. At least once a year but not later than by 31 July, the electricity trader shall, according to the information indicated in its used proof of origin and the information published on the website of the electricity transmission system operator, provide a possibility for the final customer to become acquainted with an informative material which includes information on the environmental impact of generation of electricity supplied to the final customers in the previous calendar year at least in respect of carbon dioxide emissions and radioactive waste. Information on the environmental impact of electricity generation shall be indicated for each product of the trader individually.

12. At least once a year but not later than by 1 April, the natural gas trader and the natural gas public trader shall provide a possibility for the final customer to become acquainted with an informative material which includes information on the origin of the natural gas supplied in the previous calendar year, indicating the following:

12.1. the country of origin of natural gas supplied to final customers, including the country of origin of liquefied natural gas if such information is available to the natural gas trader and the natural gas public trader;

12.2. the sources of natural gas, including biomethane, in Latvia if such information is available to the natural gas trader and the natural gas public trader.

13. The trader shall provide a possibility for the final customer to become acquainted with an informative material which includes information on the following:

13.1. the right of the final customer in respect of the means for the settlement of disputes, including out-of-court settlement of disputes, indicating contact details of the authority responsible for out-of-court settlement of disputes;

13.2. the possibilities to change the trader.

14. The electricity trader shall ensure that the informative materials referred to in Paragraphs 9, 11, and 13 of these regulations and the natural gas trader and the natural gas public trader shall ensure that the informative materials referred to in Paragraphs 12 and 13 of these regulations are posted on the website of the trader and printed copies thereof are freely available at the user service centre or materials are printed and issued upon request of the final customer. If the user service centre has not been established, the trader shall ensure access to the informative materials at the legal address, actual address, and branch of the trader.

15. Submissions of final customers regarding fulfilment of the obligations imposed on the trader in these regulations 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 evaluates the conformity of the actions of the trader with these regulations and decides on legal consequences if the trader has not fulfilled its obligations imposed in accordance with these regulations.

**4. Closing Provisions**

16. Decision No. 1/6 of the Public Utilities Commission of 9 March 2017, Regulations Regarding Information to the Final Customers of Electricity and Natural Gas (*Latvijas Vēstnesis*, 2017, No. 55, 254), is repealed.

17. Sub-paragraphs 3.1.1, 3.1.10, 3.2.1, 3.2.8, 3.2.11, 5.1, 5.8, 5.9, 6.1, 6.5, 6.6, 6.7, 6.8, 6.9, Paragraph 8, and Sub-paragraph 13.2 of these regulations shall come into force on 1 July 2021.

18. Until 30 June 2021, the natural gas trader and the natural gas public trader shall indicate the natural gas price for the period of settlement of accounts which includes storage and transmission system services, including the fee for the transmission system service at the exit point for the supply of Latvian users [EUR/kWh], in the invoices to be issued to the final customer who settles accounts for the consumed natural gas by paying the invoices received.

19. Until 30 June 2021, the natural gas trader and the natural gas public trader shall send to the final customer who settles accounts for the consumed natural gas, using methods for settlement of accounts other than the invoice, to the correspondence delivery address indicated in the natural gas trade contract or to the recipient of the supply of last resort to the address of the gasified object, except for cases where the final customer has refused to receive informative materials at the correspondence delivery address, or publish the informative material on the self-service system for final customers of the natural gas trader, indicating therein the natural gas price for the period of settlement of accounts, including the fee for the distribution system service and other services [EUR/kWh].

20. Until 30 June 2021, the electricity trader shall, upon request of the final customer, ensure that the final customer has access to information on the actual consumption of electricity in at least last 24 months or in the period from the day of entering into the electricity trade contract if it is less than 24 months:

20.1. on each period of settlement of accounts if readings of commercial meters of electricity are taken in each period of settlement of accounts, and the comparison of this actual electricity consumption with the actual consumption of the respective period of settlement of accounts in the previous year;

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

21. The regulations shall come into force on the day following their publication in the official gazette *Latvijas Vēstnesis*.

**Informative Reference to European Union Directives**

This Regulation contains legal norms arising from:

1) Directive 2009/72/EC of the European Parliament and of the Council of 13 July 2009 concerning common rules for the internal market in electricity and repealing Directive 2003/54/EC;

2) Directive 2009/73/EC of the European Parliament and of the Council of 13 July 2009 concerning common rules for the internal market in natural gas and repealing Directive 2003/55/EC;

3) Directive (EU) 2019/944 of the European Parliament and of the Council of 5 June 2019 on common rules for the internal market for electricity and amending Directive 2012/27/EU.

Acting Chair, Board Member of the Public Utilities Commission R. Šņuka