

E-Control Ordinance on Supplier Switching as well as Enabling and Disabling Metering Points (Gas Switching Ordinance 2012)

In exercise of section 123 paras 1 and 3 *Gaswirtschaftsgesetz* (Natural Gas Act) 2011, *BGBI.* (Federal Law Gazette (FLG)) I no 107/2011, in conjunction with section 7 para. 1 *Energie-Control-Gesetz* (E-Control Act), FLG I no 110/2011, as amended by the Federal Act in FLG I no 107/2011, the following Ordinance is issued:

Scope of Application

Section 1. This Ordinance regulates the supplier switching procedure as well as the procedures for enabling and disabling metering points.

Definitions

Section 2. For the purposes of this Ordinance:

1. 'disable' means to terminate the energy supply contract and/or the system access contract;
2. 'automated' means any data processing that is executed without human intervention by virtue of controlled technical processes;
3. 'enable' means to conclude an energy supply contract in connection with a new system access contract, while an existing energy supply contract between the supplier and consumer is a prerequisite for system access;
4. 'procedure' means the sequence of steps involved in supplier switching, enabling or disabling;
5. 'procedural steps' means the individual steps to be taken as part of a procedure;
6. 'supplier switching' means the entirety of the processes of identifying the metering point and consumer, checking for minimum contract terms and notice periods, and the switch proper;
7. 'switching period' means the duration of the switch proper;
8. 'switching platform' means an IT-powered communication interface which is operated by the clearing and settlement agent and complies with the minimum requirements set in this Ordinance and its Annex;
9. 'switching date' means the date on which the future supplier can start supplying energy, without prejudice to any obligations under civil law that might exist.

Institution and Execution of Procedures

Section 3. (1) A consumer, represented by his/her supplier, shall have the possibility to apply for the institution or execution of procedures with the system operator on any working day.

(2) The switching period shall not exceed three weeks from the day on which the system operator has taken note of the switch proper, without prejudice to any obligations under civil law that might exist and while respecting the time periods set in the Annex.

(3) The institution and execution of procedures shall be automated, and procedures may be instituted and executed exclusively through the switching platform, unless expressly provided otherwise in the Annex to this Ordinance.

(4) The switching date may be any day, provided that any existing obligations under civil law are respected.

(5) Pursuant to section 28 para. 3 item 9 *Gaswirtschaftsgesetz* (Natural Gas Act) 2011, applications for system access referring to existing grid connections shall be answered within 48 hours.

Declaration of Intent and Representation

Section 4. (1) Procedures may only be instituted and executed if there is a declaration of intent by the consumer to this end.

(2) In accordance with point 1.2 of the Annex to this Ordinance, the future supplier shall furnish the system operator and the current supplier with *prima facie* evidence of it being authorised to institute and execute the procedures. It is sufficient if such authorisation is verified by way of spot checks and when there is reasonable suspicion. Verification may take place at any point in time before consumption data are submitted. According to the Annex to this Ordinance, only the consumption data necessary for conducting the procedure shall be submitted. The suppliers and system operator involved shall use data and ensure data security in accordance with the provisions of data protection law.

(3) Declarations of intent towards suppliers or system operators may be made at any time through the switching platform.

Refusal to Conduct Procedures

Section 5. (1) System operators may refuse to conduct procedures for the following reasons:

1. if there is reason to believe that the metering point reference number to be switched is actually assigned to a different consumer than the one stated;
2. if overlaps with other procedures would result;
3. if the switching date would not fall within the maximum period for the switch proper set in the Annex to this Ordinance;
4. if a system access check is carried out.

(2) The current supplier may not refuse to conduct procedures for the following reasons in particular:

1. if the minimum contract duration of the existing supply contract has not yet expired;
2. if the consumer's notice period for terminating the existing supply contract has not yet elapsed.

Tasks of the Clearing and Settlement Agent

Section 6. (1) The clearing and settlement agent shall ensure that the identity of the suppliers and the system operator is verified before procedures are instituted and executed.

(2) The clearing and settlement agent shall record the procedural steps in accordance with point 5.8 of the Annex to this Ordinance for inspection by the regulatory authority.

(3) The clearing and settlement agent shall use data and ensure data security in accordance with the provisions of data protection law.

Entry Into Force

Section 7. (1) This Ordinance shall enter into force on 2 January 2013. Any procedures applied for after 1 January 2013 shall be executed in accordance with this Ordinance.

(2) Any procedures applied for on 1 January 2013 in accordance with the *Wechselverordnung* (Gas Switching Ordinance) 2011 and chapter 7 of the Gas Market Code shall still be carried out by the suppliers and system operator according to those rules.

(3) The E-Control GmbH ordinance on switching suppliers and balance groups (Switching Ordinance 2011) shall cease to be in force on 1 January 2013.

Energie-Control Austria für die Regulierung der Elektrizitäts- und Erdgaswirtschaft

Executive Board

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Vienna, 5 June 2012

Annex

Procedures and Procedural Steps

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1. Principles

1.1 Duration

To ensure that the three-week period set in section 123 para. 1 *Gaswirtschaftsgesetz* (Natural Gas Act) 2011 is not exceeded, the maximum period for the switch proper is set to 12 working days, taking into account weekends and regular statutory holidays. Should additional statutory or collectively agreed holidays endanger compliance with the three-week period, the maximum period for the switch proper is shortened by as many days.

All procedural steps described in this Annex must be automated and must be executed through the switching platform without delay, unless expressly provided otherwise.

Should automated finalisation be impossible in individual cases, procedural steps, including, if necessary, contacting the consumer, may be finalised manually as quickly as possible, but in any case within the maximum period provided.

The maximum periods provided for the processes of supplier switching, enabling and disabling metering points refer to the time needed to process a consumer's dataset pursuant to point 5.4. If data arrive at the recipient's on a working day between 9.00 and 17.00 hrs, the maximum period starts at the time of receipt and ends on the working day on which the maximum period elapses. If data arrive outside of this timeframe, the maximum period starts at 9.00 hrs of the relevant working day. Regardless of the rules regulating the start of the maximum period, the time from midnight to midnight on working days is counted towards it. Weekends and holidays are not counted towards the period.

Manual processing of the data under option 2 for identifying the metering point and consumer (point 2.1.1), of checking for minimum terms and notice periods (point 2.1.2), of the system operator's check for overlapping procedures and system access procedures (point 2.2.2), and of any objections under civil law by the current supplier (point 2.2.4) during the switch proper is only admissible in exceptional cases. Should finalisation of one of these procedural steps be impossible in spite of manual processing, the procedure must be aborted before the maximum period provided elapses.

1.2 Authorisation

The future supplier always confirms electronically that the consumer has authorised it to take the necessary procedural steps.

If the consumer's authorisation is in writing, the future supplier submits it as *prima facie* evidence according to the first sentence of section 4 para. 2 to the system operator or the current supplier together with the data through the switching platform. Verification of the authorisation must be in line with the second and third sentences of section 4 para. 2. In this context, the time until the maximum period is reached may also be used for verification processes that are not executed through the switching platform. The current supplier or system operator informs the future supplier that verification is taking place by means of the standardised message *vorgelegte Bevollmächtigung wird geprüft* (authorisation presented is being checked). Should such a check pursuant to the second and third sentences of section 4 para. 2 and the above provisions yield negative results, the procedure is to be aborted and the future supplier informed thereof by sending the standardised message *Bevollmächtigung nicht rechtsgültig* (authorisation not legally valid).

If no written authorisation has been submitted, the current supplier or the system operator sends the future supplier the standardised message *Schriftliche Bevollmächtigung wurde nicht mitgeschickt* (no written authorisation submitted) and the procedure is aborted.

If the future supplier does not have a written authorisation because it has agreed with the consumer in a different format under civil law, and if therefore *prima facie* evidence according to the first sentence of section 4 para. 2 is not available in the format specified in point 5.6, the future supplier replies with the standardised message *keine schriftliche Bevollmächtigung vorhanden* (there is no written authorisation). Notwithstanding the second sentence of section 4 para. 2, the maximum period foreseen may in this case be used for verification processes that are not conducted through the switching platform to check whether there is an authorisation before any data are submitted. Should this reveal that there is no legally valid authorisation, the procedure is aborted.

If the system operator has already verified an authorisation once, it may not do so another time. If the current supplier has already verified an authorisation once, it may not do so another time.

No authorisation is required for disabling metering points.

1.3 Aborting a procedure

Procedures may be aborted through the switching platform at any time. The grounds for abortion must be stated. Abortion of the switch proper may only take place up to one working day before the switching date.

2. Supplier switching

2.1 Ex ante data confirmation

The processes of identifying the metering point and consumer and of checking for contract terms and notice periods, which precede the switch proper, are optional and may be conducted separately from each other.

2.1.1 Identification of metering point and consumer by the system operator

The system operator ensures that it can run a search query with the following data, to be submitted by the future supplier:

- metering point reference number
- last name or company name, as applicable
- first name
- postcode
- town
- street name
- house number
- staircase number
- floor
- door number
- number of the metering device
- customer ID at the system operator's

To enable the system operator to run a search query, the future supplier must submit at least the following information:

- Option 1:
 - metering point reference number
 - last name or company name, as applicable, or postcode

Or

- Option 2:
 - last name or company name, as applicable
 - postcode
 - town
 - street name
 - house number

In addition to these, the future supplier may submit further consumer information (metering point reference number, number of the metering device, customer ID at the system operator's, last name or company name, first name, postcode, town, street name, house number, staircase number, floor, door number).

When sending information listed under option 1 above, the future supplier may request the system operator to reply including any other metering point reference numbers that might exist at that address.

The system operator establishes a standardised verification process to be conducted for the purpose of running a search query once the future supplier has submitted the above data.

This process must foresee that the SO first verify whether the information received from the future supplier under option 1 corresponds to the information about the same consumer that it has itself. Should there be discrepancies or should not all information foreseen under option 1 have been submitted, the system operator checks whether the data foreseen under option 2 have been sent. If so, the system operator verifies whether at least last name or company name, street name, house number, and postcode or town correspond to the information it has itself. If there is correspondence with regard to the data under either option, the system operator informs the future supplier about the load profile type pursuant to the *Lastprofilverordnung* (Load Profile Ordinance) 2006 as amended, the name of the current supplier and all data attached to the consumer's metering point reference number which could also have been furnished by the future supplier for use in the search query, with the exception of the customer ID and metering device number. Any information submitted in addition to the data necessary under option 1 or 2 must not be verified in this case. If the future supplier has submitted data under option 1 and requested any other metering point reference numbers at the address, these are sent as well. If no such request has been submitted, the system operator identifies the relevant metering point reference number only and must not send any others. If data have been submitted as under option 2, the system operator sends the future supplier any further metering point reference numbers at that address.

If there is no unequivocal correspondence of the minimum information submitted with that available at the system operator's, the latter must ensure that identification is attempted using the additional data furnished by the future supplier. Discrepancies regarding individual additional data must not cause the procedure to be aborted if the consumer can unequivocally be identified using other additional data that have been furnished.

If despite this the consumer cannot unequivocally be identified, cannot be identified at all or if no additional data have been furnished, the system operator submits the standardised message *Endverbraucher nicht eindeutig identifiziert* (consumer not unequivocally identified) or *Endverbraucher nicht identifiziert* (consumer not identified) to the future supplier.

The system operator must reply to the future supplier's request for data within 24 hours of receipt.

2.1.2 Check of contract terms and notice periods by the future supplier

The future supplier may request information about the consumer's minimum contract term and notice period from the current supplier, stating the metering point reference number and last name or company name, as applicable.

The current supplier verifies whether the consumer information received corresponds to the information about the same consumer that it has itself.

If there are discrepancies, the current supplier sends the standardised message *Endverbraucher nicht identifiziert* (consumer not identified).

If there is correspondence and there is no minimum contract term or the minimum contract term has elapsed, the current supplier informs the future supplier thereof by sending the standardised message *Keine Bindung vorhanden* (consumer free to switch). If there is a minimum contract term that has not yet elapsed, the current supplier informs the future supplier thereof by sending the standardised message *Bindung bis JJJJMMTT* (consumer free to switch after YYYYMMDD). In addition, the current supplier informs the future supplier about the applicable notice period by sending one of the following standardised messages: *Kündigungstermin täglich* (daily contract termination), *Kündigungstermin zum Monatsletzten* (contract termination at month-end), *Kündigungstermin zum JJJJMMTT* (contract termination on YYYYMMDD), *Kündigungsfrist: xx Wochen* (xx-week notice), *Kündigungsfrist: xx Tage* (xx-day notice).

The current supplier must reply to the future supplier's request for data within 24 hours of receipt.

2.2 Switch proper

2.2.1 Basic principles

The switch proper is executed regardless of any optional ex ante identification of the metering point and consumer or check of contract terms and notice periods. The future supplier may institute the switch proper on any working day, i.e. even if identification of the metering point and consumer and a check of contract terms and notice periods have not taken place. If identification of the metering point and consumer or a check of contract terms and notice periods are conducted, these must be concluded before the switch proper starts.

The future supplier must institute the switch proper with the system operator no earlier than 12 working days before the desired switching date.

The future supplier submits the metering point reference number, the last name or company name, the desired switching date, and the name of the addressee of the bills for system charges to the system operator. Once the system operator has received these data, the maximum duration of 12 working days stipulated under point 1.1 starts.

2.2.2 System operator checks

First, the system operator verifies whether the metering point reference number and last name or company name received from the future supplier correspond to the information about the same consumer that it has itself.

If there are discrepancies, the system operator aborts the switch proper by dispatching the standardised message *Endverbraucher nicht identifiziert* (consumer not identified) to the future supplier.

The start of the switch proper also marks the beginning of the system operator's system access-related checks. If the latter reveal that there is no entitlement to system access, the switch proper is abandoned and a standardised message is sent to all parties, informing them thereof. Once the grounds for refusing system access pursuant to section 33 para. 1 *Gaswirtschaftsgesetz* (Natural Gas Act) 2011 have been addressed, the switch proper can be re-initiated.

If there is data correspondence, the system operator checks whether the switch proper would overlap with any other procedures (enabling, disabling, switch proper). If there are overlaps and the switch proper cannot be executed, the system operator aborts the procedure by sending a standardised message.

If the desired switching date is not within the maximum period of 12 working days foreseen for the switch proper under point 2.2.1, the system operator aborts the switch proper by sending a standardised message to the future supplier.

The system operator must conduct these checks within 96 hours of receiving the relating request.

2.2.3 Transmission of switching information

If the system operator's checks pursuant to point 2.2.2 reveal that there is data correspondence and there are no overlaps with other procedures that would prevent the switch proper, it proceeds to sending the switching information to the current and future suppliers without delay. Switching information includes the metering point reference number, the last name or company name and the desired switching date.

At the same time, the system operator sends the future supplier the following data:

- the forecast annual consumption in kWh, as laid down in the system access contract;
- the maximum capacity in kWh/h, as laid down in the system access contract;
- the consumption during the past 24 months;
- the load profile type pursuant to the *Lastprofilverordnung* (Load Profile Ordinance) 2006 as amended;
- the grid level;
- the meter reading month.

Consumer load information need not be submitted through the switching platform.

2.2.4 Obstacles under civil law

Should the current supplier come to the conclusion that its contractual relationship with the consumer extends beyond the desired switching date, it may object to the switch proper within 96 hours of receiving the switching information.

The current supplier dispatches one of the following standardised messages to the future supplier: *Bindung bis JJJJMMTT* (consumer free to switch after YYYYMMTT), *keine Kündigung eingelangt* (no termination notice received), *Kündigung nicht eindeutig zuordenbar* (termination notice ambiguous), *Kündigung abgelehnt* (contract termination rejected) or *kein Einwand erhoben* (no objection raised). The system operator is simply informed about whether the current supplier has objected or not.

Should the current supplier object, the future supplier may decide to insist on the desired switching date, irrespective of the reason for the objection. For this purpose, it confirms the desired switching date towards the current supplier and the system operator within 48 hours of receiving the objection. During these 48 hours, it may contact the consumer and agree on how to proceed. Should the system operator not receive confirmation of the desired switching date within 48 hours or should the future

supplier dispatch the standardised message *keine Beharrung* (not insisting), it aborts the switch proper. It notifies the current and future suppliers of the abortion within 24 hours. The future supplier informs the consumer about the reasons for abortion without delay.

2.2.5 Finalisation of the switch proper

If the current supplier has dispatched the standardised message *kein Einwand erhoben* (no objection raised) within the deadline set in point 2.2.4 or the future supplier has insisted on the desired switching date in spite of the current supplier's objection pursuant to point 2.2.4, the system operator confirms the switching date indicated as desired by the future supplier when instituting the switch proper within 24 hours and immediately sends a standardised message about the final switching date to the current and future suppliers.

The future supplier informs the consumer about the switching date without delay. In addition, it sends the consumer its contact details and informs about the possibility to send meter readings to the system operator between five days ahead of the switching date and five days afterwards.

2.2.6 Determination and transmission of consumption data after the switch proper

The system operator sends the information about the consumption until the switching date necessary for the concluding bill to the current supplier within 15 working days of the switching date, either through the switching platform or through another channel of communication.

The consumer may notify the meter reading five days ahead of the switching date at the earliest and five days after the switching date at the latest. The system operator must read the meter itself if the consumer or the current or future supplier requests so.

If a meter reading is available and appears plausible, the system operator uses this value and forwards it to the current supplier. If there is no meter reading, the consumption of consumers without load profile meters until the switching date is calculated from the standardised load profiles.

3. Enabling a Metering Point

3.1 Institution of the process and system access validation

There are different procedural steps to be taken for operational facilities as opposed to non-operational metering points. With the exception of the search query for the metering point address in the system operator's data, the procedural steps need not necessarily be automated. An automated address search is only an option for operational metering points pursuant to point 3.2.1.

The start of the enabling procedure also marks the beginning of the system operator's system access-related checks. If the latter reveal that there is no entitlement to system access, the enabling procedure is abandoned and a standardised message is sent to all parties, informing them thereof. Once the grounds for refusing system access pursuant to section 33 para. 1 *Gaswirtschaftsgesetz* (Natural Gas Act) 2011 have been addressed, the enabling procedure can be re-initiated.

A metering point must be enabled before system use can start.

3.2 Operational metering points

3.2.1 Enabling procedure

The system operator must make it possible for the future supplier to identify the metering point and consumer using option 2 under point 2.1.1 and even accept requests for information that only contain the metering point address. Where this is the case, the system operator's reply may only contain the metering point address and metering point reference number. It must not state the consumer's name.

Should system utilisation have been started without the metering point being enabled and should the system operator become aware that the metering point of a consumer with a standardised load profile has been operating without an energy supply contract being in place, it informs the consumer in a neutral and adequate format that he/she is free to choose a supplier and asks him/her to institute the procedure for enabling the metering point within five days of receipt of receiving such information. The procedure must be instituted either by the future supplier or by the system operator. The metering point is considered enabled as of the date the name of the future supplier is notified.

Where the procedure is instituted by the supplier, the latter encloses the following consumer data in its communication with the system operator:

- last name or company name, as applicable
- first name
- postcode
- town
- street name
- house number
- staircase number
- floor
- door number
- number of metering device (optional)
- metering point reference number (optional)
- meter reading and date of reading (optional)
- envisaged date for start of energy supply
- addressee of bills for system charges

In addition, any further data that might be needed depending on the specific entitlement to system access in line with Annex I to the *Gas-Marktmodell-Verordnung* (Gas Market Model Ordinance) 2012 as amended, must be submitted.

If the energy supply contract is one for supply of last resort, the supplier informs the system operator thereof by dispatching the standardised message *Energieliefervertrag aufgrund Versorgung in letzter Instanz* (supply of last resort) at the same time.

The system operator verifies whether the data provided by the future supplier correspond to the information that it has itself, whether they are complete and whether there are any overlapping procedures. It then informs the future supplier by way of a standardised message within 96 hours of the latter instituting the enabling procedure.

Standardised messages	Notes
<i>Anlagenadresse nicht eindeutig identifiziert</i> (metering point address not unequivocally	The address of the metering point could not be found.

identified)	
<i>Aufrechter Energieliefervertrag an der Anlagenadresse vorhanden</i> (active energy supply contract at metering point address)	There is a supply contract with a consumer other than the one that instituted the enabling procedure.
<i>Endverbraucher bereits angemeldet</i> (metering point already enabled)	There is a supply contract with the consumer that instituted the enabling procedure.
<i>Endverbraucher bereits in Neuanmeldung</i> (enabling procedure for metering point already started)	
<i>Zählpunkt bereits im Wechsel</i> (metering point currently being switched)	
<i>Endverbraucher nicht identifiziert</i> (consumer not identified)	

If there is data correspondence, if data are complete and if there are no overlapping procedures that would prevent the enabling procedure from taking place, the system operator confirms towards the future supplier that the metering point has been enabled and transmits the information necessary for billing within 96 hours of the procedure being instituted. The information necessary for billing shall include:

- date for start of energy supply;
- first and last names or company name;
- metering point address;
- metering point reference number;
- forecast annual consumption in kWh, as laid down in the system access contract;
- maximum capacity in kWh/h, as laid down in the system access contract;
- load profile type pursuant to the *Lastprofilverordnung* (Load Profile Ordinance) 2006 as amended;
- grid level;
- meter reading month.

Where the procedure is instituted by the supplier, it informs the consumer that his/her metering point has been enabled.

Should the actual start date of energy supply change after the system operator has confirmed that the metering point has been enabled, this is communicated via the switching platform.

3.3 Non-operational metering points

3.3.1 Enabling procedure

The paragraphs below describe the procedure for enabling a metering point that is cut off from the grid or not equipped with a metering device.

This administrative procedure takes place regardless of whether the metering point could start operating from a technical point of view and of whether the documents necessary for system access have been provided.

The procedure must be instituted either by the future supplier or by the system operator.

Where the procedure is instituted by the supplier, the latter encloses the following consumer data in its communication with the system operator:

- last name or company name, as applicable
- first name
- postcode
- town
- street name
- house number
- staircase number
- floor
- door number
- number of metering device (optional)
- metering point reference number (optional)
- meter reading and date of reading (optional)
- envisaged date for start of energy supply
- addressee of bills for system charges

In addition, any further data that might be needed depending on the specific entitlement to system access in line with Annex I to the *Gas-Marktmodell-Verordnung* (Gas Market Model Ordinance) 2012 as amended, must be submitted.

If the energy supply contract is one for supply of last resort, the supplier informs the system operator thereof by dispatching the standardised message *Energieliefervertrag aufgrund Versorgung in letzter Instanz* (supply of last resort) at the same time.

The system operator verifies whether the data provided by the future supplier correspond to the information that it has itself, whether they are complete and whether there are any overlapping procedures. It then informs the future supplier by way of a standardised message within 48 hours of the latter instituting the enabling procedure.

Standardised messages	Notes
<i>Anlagenadresse nicht eindeutig identifiziert</i> (metering point address not unequivocally identified)	The address of the metering point could not be found.
<i>Aufrechter Energieliefervertrag an der Anlagenadresse vorhanden</i> (active energy supply contract at metering point address)	There is a supply contract with a consumer other than the one that instituted the enabling procedure.
<i>Endverbraucher bereits angemeldet</i> (metering point already enabled)	There is a supply contract with the consumer that instituted the enabling procedure.
<i>Endverbraucher bereits in Neuanmeldung</i> (enabling procedure for metering point already started)	
<i>Zählpunkt bereits im Wechsel</i> (metering point currently being switched)	
<i>Endverbraucher nicht identifiziert</i> (consumer not identified)	

If there is data correspondence, if data are complete and if there are no overlapping procedures that would prevent the enabling procedure from taking place, the system operator confirms towards the fu-

ture supplier that the metering point has been enabled and transmits the information necessary for billing within 48 hours of the procedure being instituted. The information necessary for billing shall include:

- date for start of energy supply;
- first and last names or company name;
- metering point address;
- metering point reference number;
- forecast annual consumption in kWh, as laid down in the system access contract;
- maximum capacity in kWh/h, as laid down in the system access contract;
- load profile type pursuant to the *Lastprofilverordnung* (Load Profile Ordinance) 2006 as amended;
- grid level;
- meter reading month.

Where the procedure is instituted by the supplier, it informs the consumer that his/her metering point has been enabled.

Should the actual start date of energy supply change after the system operator has confirmed that the metering point has been enabled, this is communicated via the switching platform.

3.3.2 Putting the metering point online

Metering points that are already equipped with metering devices must be put online by the system operator within two working days after the future supplier has concluded the enabling procedure pursuant to point 3.3.1.

For non-operational metering points, the deadlines laid down in section 5 para. 4 *Gasnetzdienstleistungsqualitätsverordnung* (Ordinance on Gas System Service Quality) as amended apply.

If energy supply is scheduled to start after the date on which the metering point could be put online, the latter step is postponed to coincide with the start of energy supply.

4. Disabling a Metering Point

4.1 Basic principles

When either the system access contract or the energy supply contract are terminated, the following procedural steps are taken to disable the metering point.

This procedure need not necessarily be automated.

4.2 Termination of contract because consumer moves out

When a consumer informs the current supplier that he/she is moving out, the current supplier dispatches the standardised message *Vertragsende aufgrund Auszug* (contract is terminated because consumer moves out) as soon as possible.

Together with this message, the current supplier submits the following consumer data to the system operator:

- last name or company name, as applicable
- first name
- metering point reference number;
- postcode
- town
- street name
- house number
- staircase number (optional)
- floor (optional)
- door number (optional)
- envisaged date for disabling the metering point
- meter reading (optional)

The system operator verifies whether the consumer information received corresponds to the information about the same consumer that it has itself and whether there are overlaps with other procedures. If there is data correspondence and if there are no overlapping procedures that would prevent the disabling procedure from taking place, the system operator confirms towards the current supplier that the metering point will be disabled and informs about the date on which this will take place, the first and last names or company name of the consumer, the address, and the metering point reference number within 120 hours of the current supplier sending the data.

If there are data discrepancies or if there are overlapping procedures that prevent the disabling procedure from taking place, the system operator sends a standardised message to the current supplier within 120 hours of the current supplier sending the data.

Standardised messages	Notes
<i>Endverbraucher nicht eindeutig identifiziert</i> (consumer not unequivocally identified)	
<i>Endverbraucher nicht identifiziert</i> (consumer not identified)	
<i>Zählpunkt bereits abgemeldet</i> (metering point already disabled)	
<i>Zählpunkt in Abmeldung</i> (metering point already being disabled)	The procedure for disabling the metering point has already been started but not yet concluded.
<i>Abmeldedatum nicht richtig</i> (incorrect date)	A past date was indicated for disabling the metering point.

Once the metering point has been disabled, the system operator submits the data relating to consumption until that date necessary to draw up the final bill within 15 working days. Consumer load information need not be submitted through the switching platform.

Should a consumer inform the system operator directly that he/she is moving out, the system operator verifies the correctness of the data and disables the metering point within 120 hours. It immediately informs the current supplier about the date on which the metering point is disabled and submits the first and last names or company name, the metering point address and the metering point reference number; within 15 working days of the metering point being disabled, the system operator also submits the information about the consumption until that date. Consumer load information need not be submitted through the switching platform.

Should the actual date when the metering point is disabled change after the system operator's confirmation has been dispatched, this is communicated via the switching platform.

4.3 Termination of contract for other reasons

Should the consumer or the current supplier terminate the energy supply contract for reasons other than the consumer moving out, the current supplier informs the system operator thereof by sending a standardised message no later than 14 days before energy supply will stop.

The following consumer information is enclosed with such a message:

- last name or company name, as applicable
- first name
- metering point reference number;
- postcode
- town
- street name
- house number
- staircase number (optional)
- floor (optional)
- door number (optional)
- envisaged date for disabling the metering point
- meter reading (optional)

Upon receiving the above data from the current supplier, the system operator verifies whether they correspond to the information about the same consumer that it has itself and whether there are overlaps with other procedures. If there is data correspondence and if there are no overlapping procedures that would prevent the disabling procedure from taking place, the system operator confirms towards the current supplier that the metering point will be disabled and informs about the date on which this will take place, the first and last names or company name of the consumer, the address, and the metering point reference number within 120 hours of the current supplier sending the data. At the same time, the system operator informs the consumer about the consequences of having no energy supply contract. Once the metering point has been disabled, the system operator submits the data relating to consumption until that date necessary to draw up the final bill within 15 working days. Consumer load information need not be submitted through the switching platform.

If there are data discrepancies or if there are overlapping procedures that prevent the disabling procedure from taking place, the system operator sends a standardised message to the current supplier within 120 hours of the current supplier sending the data.

Standardised messages	Notes
<i>Endverbraucher nicht eindeutig identifiziert</i> (consumer not unequivocally identified)	
<i>Endverbraucher nicht identifiziert</i> (consumer not identified)	
<i>Zählpunkt bereits abgemeldet</i> (metering point already disabled)	
<i>Zählpunkt in Abmeldung</i> (metering point already being disabled)	The procedure for disabling the metering point has already been started but not yet concluded.

<i>Abmeldedatum nicht richtig</i> (incorrect date)	A past date was indicated for disabling the metering point.
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Should the system operator terminate the system access contract for reasons other than the consumer moving out, it immediately informs the current supplier about the date on which the metering point is disabled and submits the first and last names or company name, the metering point address and the metering point reference number; within 15 working days of the metering point being disabled, the system operator also submits the information about the consumption until that date. Consumer load information need not be submitted through the switching platform.

Should the actual date when the metering point is disabled change after the system operator's confirmation has been dispatched, this is communicated via the switching platform.

5. Requirements on the Switching Platform and Linked Systems

5.1 Linkage to the switching platform

Suppliers and system operators must be linked to the switching platform via a standardised interface.

5.2 Convention for search queries

When running search queries, the following conventions for character strings apply: everything is written in lower case. Special characters are removed. Umlauts are replaced by the corresponding two-letter spelling. The German letter *ß* is replaced by *ss*. Street names are not abbreviated.

5.3 Technical response time

The time lag between sending data and receiving them through the switching platform may be 5 seconds on average but must never be longer than 15 minutes.

Automated data processing at the system operator's or supplier's may take 5 seconds on average but never longer than 15 minutes.

5.4 Datasets

Data are transmitted in individual sets. Each individual dataset must be linked to a metering point reference number and must contain the information necessary for conducting the relevant procedural step; in particular, it must state the recipient of the dataset and the procedural step to be taken. Individual datasets contain different types of information depending on the procedural step to be taken.

No metering point reference number must be submitted for running a search query for the purposes of identifying the metering point and consumer by way of name and address, and for starting the enabling procedure. When sending back all data relating to an address with several metering points installed, the system operator sends each metering point reference number in a separate dataset.

Each individual dataset has at least two ID numbers, to be assigned by the switching platform: each data transaction from a sender to a recipient is assigned a transaction ID and an address ID that refers to the metering point address. The latter is the same for all metering point reference numbers registered at that address. In addition, a case ID is issued for each metering point reference number if known. The address ID and case ID remain the same for all procedural steps and data transactions during a procedure.

Over and above the mandatory IDs above, data sets must be able to carry any IDs that might be issued by suppliers and system operator. These must be stated in all procedural steps during a procedure.

5.5 Data security

All data transmission, regardless of whether it is executed through the switching platform or apart from it, must be encrypted according to the state of the art.

5.6 Authorisation

Written declarations of intent must be provided in PDF/A pursuant to ISO 19005-2-2011.

5.7 Technical availability

Technical availability of the switching platform and the suppliers' and system operators' systems linked thereto via the standardised interface refers to the times during which these must be available so that the procedural steps described in this Annex can be carried out.

Between 7.00 and 20.00 hrs on working days from Monday through Friday, the availability of the switching platform must be at least 99%. The availability of all linked systems during these hours must be at least 90%. Outside these hours, the availability of the switching platform and the connected systems must be at least 50%.

5.8 Process monitoring

The clearing and settlement agent keeps a record of all procedural steps to be executed through the switching platform, in particular concerning the time taken to complete of procedural steps, the extent to which the maximum durations are used if an authorisation verification is conducted, access by authorised persons and the availability of the market players' IT interfaces with the switching platform, not least to comply with the requirements set in section 3 para. 2, section 4 para. 2, section 6 paras 1 and 2 and to ensure smooth operation.