

Energy of the Future

Reliable. Efficient. Smart



The Voice of local Energy
Distributors across Europe

THINK GLOBAL ACT LOCAL



GEODE was founded in 1991 and has 14 member countries

Represents more than 1200 independent Electricity and Gas distribution Companies through single companies and associations

Our Members distribute Energy to more than 100 million people



Customer friendly recommendations on the activation of supply

According to general terms of electricity supply and network contract in Finland, supply of electricity is started earliest after two weeks (14 days) after signing the contract, unless the customer and the supplier have agreed otherwise.

If the customer wants electricity supply to start instantly and, a supplier agrees to that, electricity supply can start during the same day. In this case the DSO is allowed to charge a set fee of the so called "quick connection".

Customer friendly recommendations on the disconnection

In the case of customer request the disconnection should not exceed one day when remote disconnection is possible. This secures no consumption on the delivery site, e.g. after customer move. Dependent on the time when the DSO receives the request/information

Customer friendly recommendations on the warning mechanisms

In case of non-payment of electricity bill the last notice to pay, must be sent at least two weeks (14 days) before the expected disconnection date. However, prior to this the customer has received a separate notice without the set disconnection date. The time between the original due date of the unpaid bill and the disconnection is always at least 5 weeks.

Thank You!



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