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**HYDRO POWER AND ENERGY
PLANNING PROJECT (HPEP)**

Overview of Supplier of Last Resort and Customer Switching Rules

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SOLR

- To ensure the provision of continuous supply of electricity to customers
- Encourage customers to exercise their opinion to choose their supplier of electricity upon commencement of retail competition and open access
- Envisaged under European Directive 2009/72/EC



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SOLR concept

- SOLR is obliged to provide energy to final customers in emergency situations when the chosen supplier does not serve or cannot serve.
- In many countries known as a default supplier
- SOLR is not mandatory and it is a mechanism by which universal service is met



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Customer Switching Rules

- Retail electricity customers switching from universal service provider to non-regulated supplier;
- Retail electricity customer switching from a non-regulated supplier to another non-regulated supplier;
- Retail electricity customer switching by default from regulated or non-regulated retail supplier to the supplier of last resort (“SOLR”); and,
- Retail customer switching from a SOLR to an universal service provider or non-regulated supplier.



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CSR concept

- The Customer Switching Rules and SOLR are intended to protect most vulnerable customers
- Rules apply to retail and small commercial . Medium and large consumers are not protected by universal service provisions.
- According to EU rules, once any retail electricity consumer switches from the universal service provider to be served by a non-regulated supplier, that customer will not be allowed to switch back to universal service.



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CSR

- The rules provide the details on how to handle technical and financial issues when a customer willingly chooses or is required to change its supplier
- The rules should be developed and approved by GNERC
- All disputes should be handled by the network operators.
- If the parties cannot/ do not agree with the decision of the network operator, then any party can take the dispute to the GNERC



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