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COMMISSION IMPLEMENTING REGULATION (EU) 2026/855

of 14 April 2026

on interoperability requirements and non-discriminatory and transparent procedures for access to data required for customer switching

(Text with EEA relevance)

THE EUROPEAN COMMISSION,

Having regard to the Treaty on the Functioning of the European Union,

Having regard to 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 ([1]), and in particular Article 24(2) thereof,

After consulting the Electricity Cross-Border Committee,

Whereas:

(1) Directive (EU) 2019/944 provides market participants with tools for accessing and exchanging data for seamless customer switching and minimises as much as possible the barriers to switching, while ensuring that consumers retain the freedom to choose their electricity supplier. To that end, Member States are to consider relevant available standards, including those that enable interoperability at the level of the data model and application layer. Additionally, Directive (EU) 2019/944 highlights the importance of adopting best practices and establishing solid systems to streamline data exchanges and enhance market efficiency.

(2) In order to facilitate interoperability across Member States, enhance the effectiveness in data exchanges, foster competition in the retail electricity market and reduce administrative costs for stakeholders, it is necessary to set out interoperability requirements and establish non-discriminatory and transparent procedures for data access and exchange in the context of customer switching, in accordance with Article 24 of Directive (EU) 2019/944.

(3) Pursuant to Article 23(1) of Directive (EU) 2019/944, and in order to ensure that final customers can exercise their right to freely choose their supplier in a non-discriminatory manner regarding cost, effort and time, as stipulated by Article 4 of that Directive, this Regulation focuses on the data required for final customers to switch electricity supplier. While customer switching could also involve changing an aggregator, pursuant to Article 12 of Directive (EU) 2019/944, or an energy sharing organiser in accordance with Article 2, point (5) of Directive (EU) 2024/1711 of the European Parliament and of the Council ([2]), this Regulation focuses on electricity supplier switching.

(4) Complementing the rules on metering and consumption data set out in Commission Implementing Regulation (EU) 2023/1162 ([3]), this Regulation provides a harmonised and comprehensive framework for data access and exchange in the context of customer switching ensuring that data access and exchange among electricity market participants is timely, simple, and secure. Administrative barriers should be reduced, and greater consumer engagement should be fostered. Duly authorised suppliers should be able to transparently and seamlessly access accounting point data.

([1]) OJ L 158, 14.6.2019, p. 125, ELI: http://data.europa.eu/eli/dir/2019/944/oj.
([2]) Directive (EU) 2024/1711 of the European Parliament and of the Council of 13 June 2024 amending Directives (EU) 2018/2001 and (EU) 2019/944 as regards improving the Union's electricity market design (OJ L, 2024/1711, 26.6.2024, ELI: http://data.europa.eu/eli/dir/2024/1711/oj).
([3]) Commission Implementing Regulation (EU) 2023/1162 of 6 June 2023 on interoperability requirements and non-discriminatory and transparent procedures for access to metering and consumption data (OJ L 154, 15.6.2023, p. 10, ELI: http://data.europa.eu/eli/reg_impl/2023/1162/oj).

(5) In order to allow national customisation to address Member States' needs, a technology-neutral 'reference model' should be established. The model should set out common Union-wide rules and procedures, focusing on the three upper layers of interoperability, as recognised in industry practice: the business, function, and information layers. It should not be tied to any specific implementation details, but it should reflect, to the extent possible, the definitions and terminology taken from relevant standards and European initiatives, such as the Harmonised Electricity Market Role Model [4] and the International Electrotechnical Commission's Common Information Model [5]. By standardising workflows across the Union, the reference model should facilitate the seamless and efficient data exchange, supporting the broader objectives of transparency, competition, and consumer empowerment in the retail electricity market.

(6) The reference model should include workflows for specific services and processes, based on a minimum set of requirements designed to ensure that a given procedure can run correctly, while allowing flexibility for national adaptations. Therefore, it should comprise three key components: (i) a 'role model' outlining the roles, responsibilities and their interactions; (ii) an 'information model' setting out information objects, their attributes and relationships; and (iii) a 'process model' detailing procedural steps.

(7) Successful implementation of this Regulation depends on Member States applying this reference model, ensuring that market participants share a clear and mutual understanding of the roles, responsibilities, information model, and procedures for accessing and exchanging data. At the same time, the implementation of the reference model provides Member States with the flexibility to tailor the communication and component layers to their national specificities and practices, while maintaining consistency in core processes across the Union. This approach aligns with Article 3(4) of Directive (EU) 2019/944, which requires transparent and non-discriminatory rules for switching processes, ensuring that customers' rights are upheld regardless of Member-State-specific arrangements.

(8) This Regulation describes the roles and responsibilities of market participants in the exchange of information under the reference model, including those of the new and previous supplier, and the switching-specific responsibilities of the metering point administrator, or of the delegated entity where Member States have so provided. Market participants that exchange information following the specific procedures set out in this Regulation, should be able to assume roles and responsibilities assigned by the reference model either individually or jointly, and should also be able to carry out more than one role where appropriate. Therefore, it is necessary to specify the roles and responsibilities of market participants in the exchange of information pursuant to the reference model, including those of the new and previous electricity supplier, and the switching-specific responsibilities of the metering point administrator, or of a delegated entity where Member States have so provided.

(9) In order to ensure smooth implementation of this Regulation, market participants should be able to test their products and procedures before deployment. Metering point administrators, or delegated entities where Member States have so provided, should therefore provide market participants with access to testing facilities where possible to help minimise technical challenges and fine-tune operations.

(10) To achieve a smooth implementation of the reference model for switching electricity supplier, procedural steps should be laid down. Therefore, the reference model includes a set of procedures for data access and the required information exchanges between the roles performed by market participants in that specific context and the respective sets of information. To accommodate specific implementation requirements, it should be possible to combine or apply the procedural steps in a different sequence at the national level.

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(4) HEMRM – Harmonised Role Model (for the Electricity Market), https://www.entsoe.eu/data/cim/role-models/.
(5) CIM – Common Information Model, https://www.iec.ch/homepage.

(11) In order to ensure consistency with the provisions of Article 12(1) of Directive (EU) 2019/944 and improve transparency, empower consumers to make timely informed choices and foster retail competition by enabling electricity suppliers with competitive offers to attract customers more effectively, the technical process of switching electricity supplier should be established in accordance with the provisions of that Article. This process involves registering a new supplier at a metering or accounting point with the market operator, or the delegated entity where Member States have so provided, and, by the end of 2026, must be completed within 24 hours on any working day.

(12) To enable a smooth technical process of switching electricity supplier, the switching framework should include automation to expedite operations, ensure interoperability for seamless and secure data exchange, and maintain robust data security to safeguard sensitive information. Moreover, to ensure grid stability, minimal disruptions and a seamless experience for all stakeholders, it is necessary for all market participants to collaborate closely, including those directly affected, such as parties gaining or losing responsibility for the accounting point as a direct result of a switch or cancellation of a switch, and those entitled to be informed of changes.

(13) In order to support broader consumer empowerment by facilitating efficient and transparent switching processes, whether individually or collectively, allow final customers to access competitive offers while ensuring strong protection, free from regulatory or administrative barriers, and to ensure conformity with the right of household consumers to participate in collective switching schemes pursuant to Article 12(5) of Directive (EU) 2019/944, the reference model for switching electricity supplier should not only address the process of individual final customer switching supplier at a single accounting point, but its procedures should be designed in such a way that they can be adapted to collective switching schemes. It should be possible to apply and repeat those procedures for each participant and their associated accounting and metering points, ensuring compatibility with collective switching initiatives. This type of switching poses challenges, particularly when large numbers of consumers switch simultaneously. To prevent delays or service disruptions, suppliers must be equipped to efficiently and accurately manage increased demand. This entails adhering to clear technical rules and procedures, following well-defined steps as outlined by the reference model introduced in this Regulation, and integrating automation into these operational processes. Such measures are key for achieving supplier readiness, ensuring a smooth process, maintaining consumer trust, and supporting market competition.

(14) Consumer protection rules apply at all stages of the switching process described in this Regulation. Final customers may conclude different types of electricity supply contracts – such as on-premises or distance contracts – by various means, in accordance with applicable Union and national contract law. Moreover, and as part of the consumer safeguards, final customers could exercise their right to change their mind and withdraw from the new supply contract within the allowed withdrawal period, as defined at national level, in accordance with applicable Union rules on consumer protection, including Directive 2011/83/EU of the European Parliament and of the Council ([6]) and its corresponding guidance of application ([7]).

(15) Member States should be allowed flexibility to combine or rearrange the procedural steps of the common reference model as applied at national level. Additionally, they should be permitted flexibility concerning the communication and component interoperability layers, which are not prescribed in the reference model. However, to prevent that such flexibility results in challenges for suppliers and other eligible parties in understanding how the reference model is applied across Member States, potentially hindering market entry, a common repository of national practices should be maintained. This repository should build upon the one developed for access to metering and consumption data pursuant to Implementing Regulation (EU) 2023/1162. That publicly available repository should document how each Member State implements the reference model, increasing transparency and supporting non-discriminatory procedures. By increasing awareness and clarity on applicable rules, the repository should help lower barriers for new market entrants. Additionally, it should allow stakeholders to compare national arrangements, identify similarities and differences, and facilitate the exchange of best practices, ultimately improving interoperability across the Union.

([6]) Directive 2011/83/EU of the European Parliament and of the Council of 25 October 2011 on consumer rights, amending Council Directive 93/13/EEC and Directive 1999/44/EC of the European Parliament and of the Council and repealing Council Directive 85/577/EEC and Directive 97/7/EC of the European Parliament and of the Council (OJ L 304, 22.11.2011, p. 64, ELI: http://data.europa.eu/eli/dir/2011/83/oj).

([7]) Commission notice – Guidance on the interpretation and application of Directive 2011/83/EU of the European Parliament and of the Council on consumer rights (OJ C 525, 29.12.2021, p. 1).

(16) In order to contribute to the harmonised implementation of Directive (EU) 2019/944 and to foster enhanced interoperability across the Union, the European Network of Transmission System Operators for Electricity ('ENTSO-E') and the European Entity for Distribution System Operators ('EU DSO entity') should, acting solely in a technical and advisory capacity, be tasked with developing, publishing and keeping up to date guidance for reporting of national practices.

(17) ENTSO-E and EU DSO entity should collect the reports to be submitted by the competent authorities or entities appointed by Member States and make them publicly accessible through the existing repository established pursuant to Implementing Regulation (EU) 2023/1162. This role is limited to technical coordination and transparency functions and does not imply or confer any executive, or enforcement powers, nor any responsibility for obtaining, translating or validating the national reports on the implementation of the reference model. Member States remain responsible for implementing and enforcing this Regulation within their jurisdiction, while the Commission retains oversight at Union level. Member States should appoint a competent authority or another entity responsible for preparing and submitting the reports directly to the ENTSO-E and the EU DSO entity. These arrangements should be clearly communicated and incorporated into the national implementation framework, ensuring transparency and accessibility.

(18) Metering point administrators, or delegated entities where Member States have so provided, and current electricity suppliers, should be able to trust the declared customer identity in data exchanges during the switching process. Therefore, new electricity suppliers must appropriately identify final customers. To that end, and to reduce the risk of fraud and identity theft, electricity suppliers should rely on solutions that effectively verify the final customer's identity, preferably using at least two authentication factors, such as the European Digital Identity Wallets, provided in accordance with the European Digital Identity Framework established by Regulation (EU) No 910/2014 of the European Parliament and of the Council ([8]).

(19) Within the context of the procedures described in the reference model introduced in this Regulation, market participants receive and process data. The processing of personal data, including customer identifying data, exchanged using the procedures set out in this Regulation is to comply with the applicable data protection law, in particular Regulation (EU) 2016/679 of the European Parliament and of the Council ([9]), ensuring the protection of personal data throughout the supplier switching process. Furthermore, where smart meters qualify as terminal equipment, the provisions of Directive 2002/58/EC of the European Parliament and of the Council ([10]) concerning the processing of personal data and the protection of privacy in the electronic communications sector, are to apply. Relevant eligible parties should accordingly comply with their obligations stemming from that Directive, including Article 5(3).

(20) The European Data Protection Supervisor was consulted in accordance with Article 42(1) of Regulation (EU) 2018/1725 of the European Parliament and of the Council ([11]) and delivered an opinion on 12 June 2025.

([8]) Regulation (EU) No 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC (OJ L 257, 28.8.2014, p. 73, ELI: http://data.europa.eu/eli/reg/2014/910/oj).

([9]) Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) (OJ L 119, 4.5.2016, p. 1, ELI: http://data.europa.eu/eli/reg/2016/679/oj).

([10]) Directive 2002/58/EC of the European Parliament and of the Council of 12 July 2002 concerning the processing of personal data and the protection of privacy in the electronic communications sector (Directive on privacy and electronic communications) (OJ L 201, 31.7.2002, p. 37, ELI: http://data.europa.eu/eli/dir/2002/58/oj).

([11]) Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC (OJ L 295, 21.11.2018, p. 39, ELI: http://data.europa.eu/eli/reg/2018/1725/oj).

(21) This Regulation introduces binding requirements for trans-European digital public services within the meaning of Regulation (EU) 2024/903 of the European Parliament and of the Council ([12]). Accordingly, an interoperability assessment has been conducted, and the resulting report has been made publicly available on the Interoperable Europe Portal,

HAS ADOPTED THIS REGULATION:

CHAPTER I

SUBJECT MATTER AND DEFINITIONS

Article 1

Subject matter

1. This Regulation lays down interoperability requirements and non-discriminatory and transparent procedures for access to and exchange of data required for customer switching in the electricity market. It also specifies the technical process for switching electricity supplier, which, in accordance with Article 12(1) of Directive (EU) 2019/944, shall, by no later than 2026, take no longer than 24 hours and be possible on any working day. This Regulation also sets out non-discriminatory and transparent procedures for access to data that require reporting and publication of national practices applying the reference model.

2. In order to ensure the application of the interoperability requirements referred to in paragraph 1, this Regulation establishes a reference model for data required for the final customer switching supplier process, that sets out the rules and procedures that enable interoperability. The reference model also lists the electricity market participants concerned and their individual or joint roles and responsibilities.

Article 2

Definitions

For the purposes of this Regulation, the following definitions shall apply:

(1) 'electricity supplier', or 'supplier', means a market participant engaged in electricity supply;

(2) 'supply' means supply as defined in point (12) of Article 2 of Directive (EU) 2019/944;

(3) 'reference model' means reference model as defined in point (1) of Article 2 of Implementing Regulation (EU) 2023/1162;

(4) 'final customer' means final customer as defined in point (3) of Article 2 of Directive (EU) 2019/944;

(5) 'metering point' means a physical location where the withdrawal or injection of electrical quantities is measured or calculated;

(6) 'metering point administrator' means metering point administrator as defined in point (12) of Article 2 of Implementing Regulation (EU) 2023/1162;

(7) 'authentication' means authentication as defined in point (16) of Article 2 of Implementing Regulation (EU) 2023/1162;

(8) 'accounting point' means a metering point or a virtual metering point under the responsibility of a balance responsible party, where the energy supply is provided by an energy supplier, the settlement is performed, and the energy supplier switch can take place;

([12]) Regulation (EU) 2024/903 of the European Parliament and of the Council of 13 March 2024 laying down measures for a high level of public sector interoperability across the Union (Interoperable Europe Act) (OJ L, 2024/903, 22.3.2024, ELI: http://data.europa.eu/eli/reg/2024/903/oj).

(9) 'balance responsible party' means balance responsible party as defined in point (14) of Article 2 of Regulation (EU) 2019/943 of the European Parliament and of the Council ([13]);

(10) 'permission' means permission as defined in point (8) of Article 2 of Implementing Regulation (EU) 2023/1162;

(11) 'electricity supply contract' means a contract for the supply of electricity, but does not include electricity derivatives, as defined in point (13) of Article 2 of Directive (EU) 2019/944;

(12) 'metered data administrator' means metered data administrator as defined in point (7) of Article 2 of Implementing Regulation (EU) 2023/1162;

(13) 'entitled party' means a market participant that is to be informed about changes made in the metering point register by the metering point administrator, or the delegated entity where Member States have so provided, as a result of a process in the retail market or the cancellation of that process;

(14) 'affected party' means a market participant who gains or loses responsibility for the accounting point concerned as a direct result of a process in the retail market or the cancellation of that process;

(15) 'permission administrator' means permission administrator as defined in point (10) of Article 2 of Implementing Regulation (EU) 2023/1162;

(16) 'future supplier' means a supplier that is already registered in the metering point register for an accounting point for a specified time period in the future.

CHAPTER II

INTEROPERABILITY REQUIREMENTS AND NON-DISCRIMINATORY AND TRANSPARENT PROCEDURES FOR ACCESS TO DATA REQUIRED FOR CUSTOMER SWITCHING

SECTION 1

Interoperability requirements – Reference model

Article 3

Implementation of the reference model

Electricity undertakings in the retail electricity market shall apply the provisions set out in this Chapter and the refence model set out in the Annex.

Article 4

Reference model and information on market organisation

1. Member States shall ensure the reporting of the national practices regarding the implementation of the interoperability requirements and procedures for access to data required for final customer switching, in accordance with Article 9, and shall ensure that such practices comply with the obligations set out in this Regulation.

2. Member States shall make the information on the organisation of the national market regarding specific roles and responsibilities, set out in Table I of the Annex, easily available to all market participants and final customers.

3. The information referred to in paragraph 2 shall include the identification of those parties acting in the national market as the new electricity supplier, the previous supplier, and the metering point administrator.

([13]) Regulation (EU) 2019/943 of the European Parliament and of the Council of 5 June 2019 on the internal market for electricity (OJ L 158, 14.6.2019, p. 54, ELI: http://data.europa.eu/eli/reg/2019/943/oj).

4. Member States may, where appropriate, assign some or all the customer-switching-specific responsibilities of the metering point administrator to an entity other than the one designated to perform that role pursuant to Implementing Regulation (EU) 2023/1162, provided that such arrangements are clearly indicated in the national role mapping in accordance with Article 9 of this Regulation.

Article 5

Responsibilities of new electricity supplier

The new electricity supplier shall:

(a) verify the identity of the final customer requesting the switch of supplier;

(b) identify the request-related accounting point or points registered to the final customer;

(c) ensure that a balance responsible party assumes balance responsibility for the identified accounting point or points at the start of supply;

(d) obtain permission from the final customer to perform the preparatory activities necessary for concluding an electricity supply contract with them;

(e) submit a registration request to the metering point administrator, or the delegated entity where Member States have so provided, to be recorded as the new supplier for the relevant accounting point or points on the date agreed upon and specified in the new supply contract with the final customer;

(f) receive metering data from the metered data administrator at the start of the supply to ensure accurate billing;

(g) without prejudice to contractual law, request the metering point administrator, or the delegated entity where Member States have so provided, to cancel any ongoing switching of supplier process in cases where the final customer cancels the new supply contract with the supplier concerned.

Article 6

Responsibilities of previous electricity supplier

The previous supplier shall provide the final customer with a final closure account, in accordance with Article 10(12) of Directive (EU) 2019/944, and receive metering data from the metered data administrator to ensure accurate billing, once their supply to the accounting point or points has ended.

Article 7

Responsibilities of metering point administrator or of delegated entity for customer switching

1. The metering point administrator, or the delegated entity entrusted with customer-switching-specific responsibilities where Member States have so provided, shall, without undue delay:

(a) make available, in a non-discriminatory way, to the new supplier, on their request and with permission of the final customer, the characteristics of the associated accounting point or points, through an online interface or through another appropriate interface;

(b) process the validated switch request of the final customer, submitted by the new supplier;

(c) notify the entitled parties and affected parties of any changes of supplier and balance responsible party assigned to the associated accounting point or points.

2. Metering point administrators, or delegated entities where Member States have so provided, shall give the suppliers access to testing facilities so that the suppliers can test the compatibility of their systems with the systems of the metering point administrators, or delegated entities where Member States have so provided, implementing the procedures in this Regulation. The testing facility shall be available before the procedures are implemented and while they are in operation.

Article 8

Interoperability requirements and procedures for access to and exchange of data required for the customer switching process

Member States shall apply Procedures 1 and 2 set out in the Annex to access and exchange data required for the customer switching process.

SECTION 2

Transparent and non-discriminatory procedures for access to data and exchange of data

Article 9

Reporting of national practices

1. For the purposes of reporting national practices regarding the implementation of the reference model, Member States shall:

(a) appoint a competent authority or another entity to fulfil the reporting obligations outlined in this Article. The mandate and arrangements for its appointment shall be clearly detailed in the national implementation framework and communicated to the Commission;

(b) require the appointed authority or entity to produce and keep up to date a detailed mapping of national practices, which includes a comprehensive description and explanation of how the procedural steps set out in Tables III.1 and III.2 of the Annex are performed. This mapping should indicate any combined steps and the sequence in which they are executed;

(c) ensure the mapping of national practices, as mentioned in point (b), is submitted by the appointed authority or entity to the ENTSO-E and the EU DSO entity, who shall publish it in a publicly accessible repository, as referred to in Article 10.

2. The reporting of national practices shall include information on the national implementation of the reference model, including of the various roles involved, information exchanges, and procedures.

3. The reporting of national practices shall adhere to the guidance developed by the ENTSO-E and the EU DSO entity referred to in Article 11.

4. The competent authority or other entity appointed in accordance with paragraph 1(a) shall provide the reporting of national practices to the ENTSO-E and the EU DSO entity and ensure the Commission is duly informed by no later than 1 July 2027.

Article 10

Tasks under the EU DSO entity and ENTSO for Electricity cooperation on data transparency

1. For the purposes of their cooperation on data transparency the ENTSO-E and the EU DSO entity shall perform the following tasks:

(a) develop and publish the guidance to assist Member States in the reporting of national practices referred to in Article 11;

(b) collect the reports of national practices provided by the competent authorities or entities appointed by Member States regarding the implementation of the reference model in accordance with Article 9;

(c) publish and keep up to date the reports of national practices in a publicly available repository, expanding on the repository developed for access to metering and consumption data pursuant to Implementing Regulation (EU) 2023/1162.

2. The ENTSO-E and the EU DSO entity shall also collaborate with the Commission, in accordance with Article 11 of Implementing Regulation (EU) 2023/1162, to monitor the implementation of the reference model set out in this Regulation, accommodating further development due to regulatory, market or technological changes.

Article 11

Guidance for the reporting of national practices

By no later than 1 July 2026, the ENTSO-E and the EU DSO entity shall develop and publish guidance on the reporting of national practices on customer switching. This guidance shall be made publicly available, ensuring accessibility and transparency for all relevant stakeholders.

CHAPTER III

FINAL PROVISIONS

Article 12

Entry into force and application

This Regulation shall enter into force on the twentieth day following that of its publication in the *Official Journal of the European Union*.

Article 3 shall apply from 31 December 2026.

This Regulation shall be binding in its entirety and directly applicable in all Member States.

Done at Brussels, 14 April 2026.

For the Commission
The President
Ursula VON DER LEYEN

ANNEX

Reference model for the customer switching supplier process

The reference model for the customer switching supplier process, that is to say the change of supplier, consists of a set of reference procedures for access to data and regarding the required information exchanges between the relevant different roles performed by market parties.

The tables in this Annex reflect that set of information which constitutes the reference model. The procedural steps set out in this Annex may be combined or carried out in a different order when applied at national level.

Table I contains information on the national market structure and environment, serving as a valuable resource for electricity suppliers seeking to set up their operations in the territory of a Member State and offer services to final customers in that Member State.

Table I also lists information needed to enable final customers to choose a new supplier and electricity suppliers to register, on-board, or set up the necessary infrastructure to take part in the procedures described in Table III. Those procedures also facilitate communication and exchange of information with relevant market participants occupying the roles and undertaking the responsibilities set out in Table II.

Table I and Table II of this Annex should be read in conjunction with Table I 'General information on Member State environments' and Table II 'Roles' set out in the Annex to Implementing Regulation (EU) 2023/1162.

Table I

Supplementary general information on Member States' environments specific to customer switching (complementary to Table I of the Annex to Implementing Regulation (EU) 2023/1162)

ID	Name	Description	
I-s1	Information about entity publishing list of active electricity suppliers operating in the Member State	Name of entity making the information publicly available	Name of the organisation, which is responsible for registering and publishing information about active electricity suppliers in a publicly available register in the Member State.
		Website	If applicable, link to the website that is used to publish information about active electricity suppliers in the Member State.
		Official contact	Contact details of the entity responsible for registering and publishing information about active electricity suppliers in the Member State.
I-s2	Information about active electricity suppliers in the Member State	Link to a website or a document that is nationally published and kept up to date providing this information including name of electricity suppliers, their identification code (e.g. Legal Entity Identifier (LEI), European Article Number (EAN)) and official contact details.	
I-s3	Information about entity publishing list of active balance responsible parties in the Member State	Name	Name of the organisation, which is responsible for registering and publishing information about active balance responsible parties in a publicly available register in the Member State.
		Website	If applicable, link to the website that is used to publish information about active balance responsible parties in the Member State.

ID	Name	Description	
		Official contact	Contact details of the entity responsible for registering and publishing information about active balance responsible parties in the Member State.
I-s4	Information about balance responsible parties in the Member State	Link to a website or a document that is nationally published kept up to date providing this information including name of balance responsible parties, their identification code (e.g. European Legal Entity Identifier (EUEI), European Article Number (EAN)) and official contact details.	

Table II

Supplementary roles and market participants specific to customer switching (complementary to Table II of the Annex to Implementing Regulation (EU) 2023/1162)

	Name	Type	Description
Roles	Balance responsible party	Business	As defined in point (14) of Article 2 of Regulation (EU) 2019/943. A ‘balance responsible party’ is a market participant or its chosen representative responsible for its imbalances in the electricity market.
	Electricity supplier or supplier	Business	As defined in point (1) of Article 2 of the present Regulation.
Other market participants [1]	Affected party	Business	As defined in point (14) of Article 2 of the present Regulation. This market participant gains or loses responsibility for the accounting point concerned as a direct result of the switching supplier process or the cancellation of that process. *Note:* ‘affected parties’ include the current and new electricity supplier, balance responsible party, metered data administrator and grid access provider.
	Entitled party	Business	As defined in point (13) of Article 2 of the present Regulation. This market participant should be informed about changes made in the metering point register by the metering point administrator, or the delegated entity where Member States have so provided, as a result of the switching supplier process or the cancellation of that process. *Note:* ‘entitled parties’ include the metered data aggregator, flexibility service provider, register of guarantees of origin of renewable energy sources and control area manager.

[1] The market participants listed in this table are eligible parties, as defined in point (6) of Article 2 of Implementing Regulation (EU) 2023/1162, that perform a specific service for the accounting point involved in and impacted by the execution of the procedures set out in Table III. Each eligible party assumes full responsibility for the performance of its designated duties.

All roles classified as ‘Business’ are to operate in a secure, authenticated manner and through trusted communication channels. As such, the specific authentication steps used for such communication exchanges are not detailed in the procedures outlined in Table III but are instead considered essential prerequisites. That applies to both the ‘switching supplier’ procedure and the ‘cancellation of switching supplier’ procedure. For instance, for ‘switching supplier’, as soon as the final customer requests a change of supplier, the new supplier must authenticate and validate the customer’s credentials. To mitigate risks of fraud and identity theft, electricity suppliers should rely on solutions that preferably leverage at least two authentication factors to effectively verify a customer’s identity. In that context, the identity service provider can offer authentication services pursuant to Implementing Regulation (EU) 2023/1162, providing an additional layer of security and compliance.

Table III

Procedure Conditions

No.	Procedure name	Primary actor	Pre-conditions
1	Switching supplier	Final customer	(a) The new supplier is registered as an electricity supplier. (b) The new supplier has authenticated the final customer. (c) The new supplier has identified the accounting point concerned. (d) The new supplier has obtained permission from the final customer to perform preparatory activities; permission can be provided through the permission administrator.
2	Cancellation of switching supplier	Final customer	(e) The final customer has a supply contract with the new supplier. (f) The supply of electricity based on the new contract has not yet started.

For the purposes of this Regulation, customer switching referred to in Article 23(1) of Directive (EU) 2019/944 is understood as the process by which a final customer switches their electricity supplier. The scope of the reference model in this Annex is limited to the core procedures for ‘switching supplier’ (Table III.1) and ‘cancellation of switching supplier’ (Table III.2). While customer switching may also involve changing an aggregator, in accordance with Article 12 of Directive (EU) 2019/944, or energy sharing organiser in accordance with Article 2 point (5) of Directive (EU) 2024/1711, this Regulation specifically addresses only the switching of electricity suppliers.

All procedures discussed in this Annex represent the ‘happy flow’, which refers to the standard or expected path where all conditions are met, and actions proceed smoothly without encountering issues such as data mismatches, errors, or deviations. The happy flow ensures the successful execution of the process and the achievement of the desired outcome.

The procedure ‘switching supplier’, as detailed in Table III.1, includes the registration of the new supplier at the accounting point according to the date specified in the supply contract. The actual registration of the new electricity supplier, initiated in the procedural step 1.13, after the conclusion of the contract, and performed as set out in procedural step 1.19 in Table III.1, is carried out by the metering point administrator, or the delegated entity where Member States have so provided, in the metering point register. That step is followed by notifying the change to all entitled and affected parties. The overall technical process for switching electricity supplier, that is the process of registering a new supplier at a metering point with the market operator, in accordance with Article 12(1) of Directive (EU) 2019/944, includes procedural steps 1.13 to 1.19 set out in Table III.1 and is to be completed within 24 hours by no later than 2026. The streamlined process in Table III.1 aligns with the right to switch electricity supplier, guaranteed by Directive (EU) 2019/944.

It is essential that the procedural steps set out in this Annex are understood as facilitating the switching process, minimising barriers, and respecting consumer choice. In accordance with Directive (EU) 2019/944, the current supplier must not obstruct or delay the switch. Provided they meet contractual conditions, customers are entitled to switch suppliers in a manner that is non-discriminatory for cost, effort, or time, thereby ensuring compliance with the principles of transparency, consumer empowerment, and market competition.

The procedure 'cancellation of switching supplier' allows for the revocation of a supplier switch notification initiated through the 'switching supplier' procedure. As set out in Table III.2, the implementation of that procedure is to a certain extent dependent on national rules governing the application of final customer's right to cancel the new supply contract within the allowed withdrawal period. In national settings, a standard sub-procedure based on contractual law, and linked to the withdrawal period, may be used, which is applicable across all sectors, including the electricity sector, as well as for all services and goods. As a result, steps of the 'cancellation of switching supplier' procedure are to be understood and implemented without affecting the national rules and procedures for handling the allowed withdrawal period.

One of the key pre-conditions for performing the 'cancellation of switching supplier' procedure, set out in Table III.2, is that the electricity supply based on the new contract has not yet begun. In that scenario, the final customer will remain with their current supplier after completing the 'cancellation of switching supplier' procedure. However, if a final customer wishes to cancel their switch to a new supplier after the supply has started, they must instead initiate the 'switching supplier' procedure, or another equivalent procedure in accordance with national consumer protection law, since at that point the new supplier becomes the customer's current supplier, and the 'cancellation of switching supplier' procedure is no longer applicable.

The business partners identified in Table II and listed in the procedures set out therein are parties associated with the accounting point and are distinguished by their direct ('affected parties') or indirect interest ('entitled parties') in the change of supplier process.

The information objects exchanged in procedure 1 (Table III.1) and in procedure 2 (Table III.2) are identified with unique references under the column headed 'Information exchanged (IDs)' set out in Table III.1 and Table III.2. Table IV lists those information objects, along with their descriptions.

Diagram 1 and Diagram 2 illustrate the procedures described in Table III.1 and Table III.2 and follow the Object Management Group Business Process Model and Notation 2.0 ([1]).

Table III.1

Procedure 1 – Switching supplier

Procedure name		Switching supplier			
Step No	Step	Step description	Information producer	Information receiver	Information exchanged (IDs)
1.1	Contact between final customer and new supplier	The final customer (or the potential new supplier) makes contact to request (or provide) an offer, which may lead to a new electricity supply contract and the ending of the existing contract with the current supplier.	Final customer (or new supplier)	New supplier (or final customer)	A

([1]) Object Management Group Business Process Model and Notation 2.0, https://www.omg.org/spec/BPMN/2.0.2/PDF.

Procedure name		Switching supplier			
Step No	Step	Step description	Information producer	Information receiver	Information exchanged (IDs)
	1.1a Request supplier change	The final customer triggers the switching.	Final customer	New supplier	
	1.1b Notify on supplier change	The new supplier triggers the switching.	New supplier	Final customer	
1.2	*[Optional step depending on national arrangements]* Check for possible contractual constraints	Depending on national rules, the new supplier checks for any potential contractual constraints in the current supply contract that could impact the activation of the new supply contract. *Note:* This verification process involving steps 1.2 to 1.4, must not impede or delay the switching process and must respect the final customer's right to switch suppliers without undue barriers or discrimination.	New supplier	New supplier	[Not relevant]
1.3	*[Conditional – if step 1.2 is implemented]* Resolve issues with current supplier	The new supplier provides – upon any required permission from the final customer – the necessary information to resolve any identified contractual constraints with the current supplier for the activation of the new supply contract. *Note:* The resolution process must be conducted transparently and must not hinder or obstruct the customer's ability to switch suppliers in a timely and non-discriminatory manner, as guaranteed under Directive (EU) 2019/944.	New supplier	Current supplier	[Not relevant]

Procedure name		Switching supplier			
Step No	Step	Step description	Information producer	Information receiver	Information exchanged (IDs)
1.4	*[Conditional – if step 1.2 is implemented]* Communicate resolution results	The current supplier informs the new supplier of the resolution results. *Note:* This communication is purely procedural and does not grant the current supplier the authority to veto or delay the switching process, ensuring that the customer's right to switch suppliers is upheld without undue cost, effort, or time.	Current supplier	New supplier	[Not relevant]
1.5	*[Conditional – if step 1.2 is implemented]* Notify final customer of issue resolution results	The new supplier informs the final customer of the issue resolution result. *Note:* If no go, then final customer remains with current supplier; otherwise proceeds to 1.6.	New supplier	Final customer	B
1.6	Validate need for accounting point characteristics	The new supplier decides whether accounting point characteristics are required in advance. *Note:* If steps 1.7 to 1.10 do not apply, then flow moves to step 1.11.	New supplier	New supplier	[Not relevant]
1.7	*[Optional]* Request upfront accounting point characteristics	The new supplier, with the final customer's permission, requests in advance the accounting point characteristics from the metering point administrator, or delegated entity.	New supplier	Metering point administrator, or delegated entity	C
1.8	*[Conditional – if step 1.7 is implemented]* Validate upfront accounting point characteristics' request	The metering point administrator, or delegated entity, validates the accounting point characteristics' request.	Metering point administrator, or delegated entity	Metering point administrator, or delegated entity	[Not relevant]

Procedure name		Switching supplier			
Step No	Step	Step description	Information producer	Information receiver	Information exchanged (IDs)
1.9	*[Conditional – if step 1.7 is implemented]* Provide accounting point characteristics	The metering point administrator, or delegated entity, sends the requested accounting point characteristics to the new supplier or provides a meaningful indication in case of an invalid request.	Metering point adminis-trator, or delegated entity	New supplier	D
1.10	*[Conditional – if step 1.7 is implemented]* Notify final customer of accounting point validation results	The new supplier informs the final customer about the accounting point validation result.	New supplier	Final customer	B
1.11	Request contract conclusion	The new supplier invites the final customer to conclude the new contract, for supply of electricity at the requested date.	New Supplier	Final customer	O
1.12	Conclude contract	The final customer concludes the contract for supply of electricity at the requested date.	Final customer	New supplier	O

Technical Switching: steps 1.13 to 1.19

1.13	Request switch of supplier	The new supplier submits a request to the metering point administrator, or delegated entity, to be registered as the new supplier (alongside the balance responsible party) in the metering point register for the accounting point on the specified date.	New supplier	Metering point adminis-trator, or delegated entity	E
1.14	Validate switch of supplier request	The metering point administrator, or delegated entity, validates the specified switch supplier request.	Metering point adminis-trator, or delegated entity	Metering point adminis-trator, or delegated entity	[Not relevant]

Procedure name		Switching supplier			
Step No	Step	Step description	Information producer	Information receiver	Information exchanged (IDs)
1.15	Communicate validation results for switch of supplier request	The metering point administrator, or delegated entity, informs the new supplier of the validation results for the requested change of supplier at the accounting point. In case of an invalid request, a meaningful response is provided.	Metering point administrator, or delegated entity	New supplier	F
1.16	Notify final customer of supplier switch results	The new supplier notifies the final customer of the supplier switch results as soon as available. This can take place, where technically feasible, within the 24 hours window of technical switching.	New supplier	Final customer	B
1.17	Notify affected parties of supplier switch	The metering point administrator, or delegated entity notifies all affected parties directly after successfully validating the switch of supplier request.	Metering point administrator, or delegated entity	Affected party	H
1.18	Registration of new supplier in metering point register	The metering point administrator, or delegated entity registers the new supplier (along with the balance responsible party) in the metering point register as the supplier for the accounting point, effective as of the specified date. The metering point administrator, or delegated entity, also makes all necessary updates to complete the switch of supplier.	Metering point administrator, or delegated entity	Metering point administrator, or delegated entity	[Not relevant]
1.19	Notify accounting point characteristics to entitled parties and affected parties	Entitled parties and affected parties receive updated accounting point characteristics resulting from the switch of supplier registration process at the specified date of the change of supplier.	Metering point administrator, or delegated entity	Entitled party Affected party	G

Procedure name		Switching supplier			
Step No	Step	Step description	Information producer	Information receiver	Information exchanged (IDs)
1.20	Request metering data	The current and new supplier request the metering data for the effective date of the change of supplier at the accounting point to ensure accurate billing.	Current and new supplier	Metered data administrator, or delegated entity	Implementing Regulation (EU) 2023/1162 – Annex – Table IV (Information Exchanged ID – C)
1.21	Validate metering data	The metered data administrator, or delegated entity, validates the metering data request.	Metered data administrator, or delegated entity	Metered data administrator, or delegated entity	[Not relevant]
1.22	Send metering data	The metered data administrator, or delegated entity, sends the requested metering data to the current and new supplier and provides a meaningful response in case of an invalid request.	Metered data administrator, or delegated entity	New supplier	Implementing Regulation (EU) 2023/1162 – Annex – Table IV (Information Exchanged ID – E)

Diagram 1

Procedure 'Switching supplier'

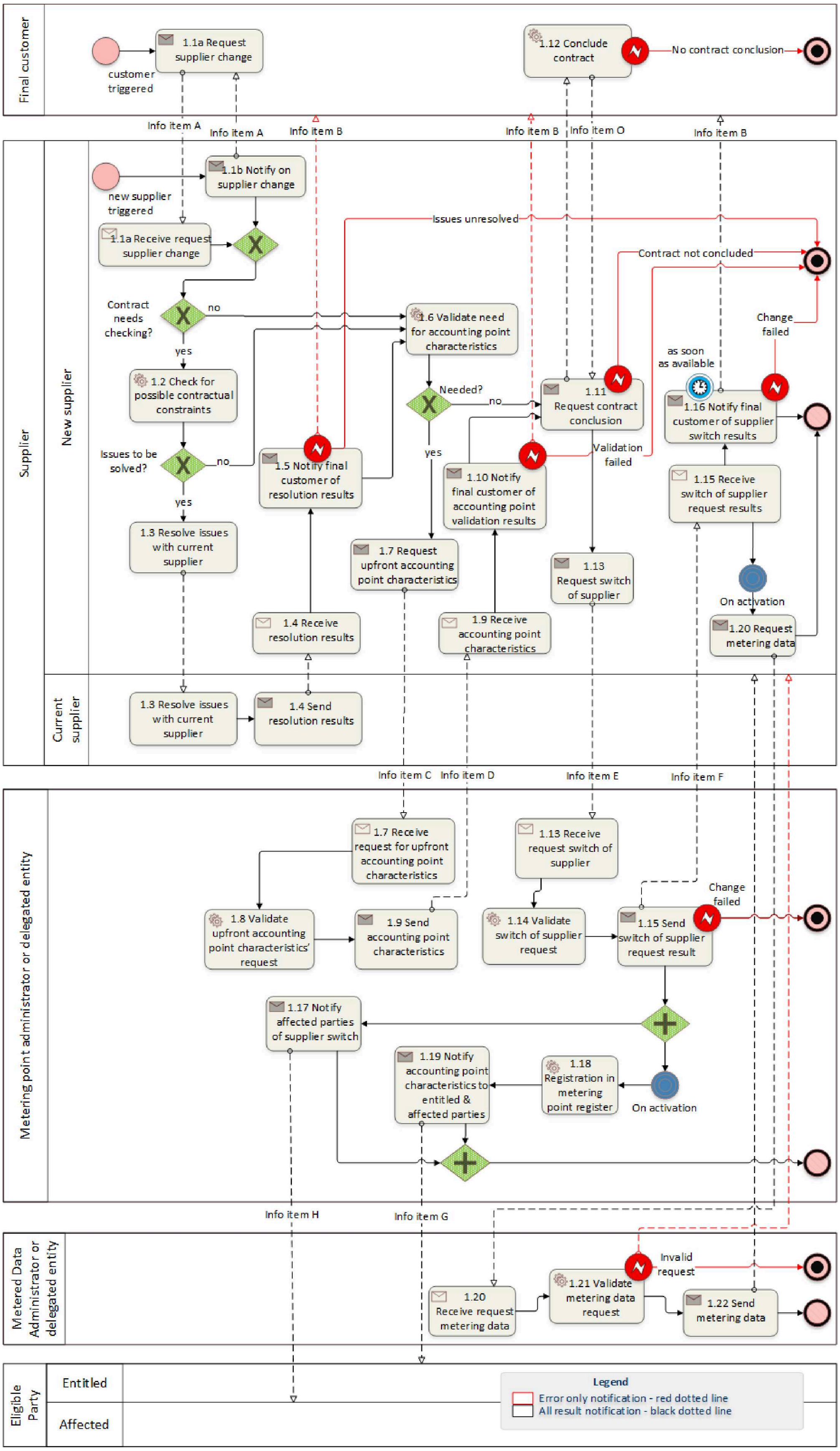

Table III.2

Procedure 2 – Cancellation of switching supplier

Procedure name		Cancellation of switching supplier			
Step No	Step	Step description	Information producer	Information receiver	Information exchanged (IDs)
2.1	Request cancellation of new supply contract	Final customer submits request to cancel the new supply contract to the newly contracted supplier.	Final customer	New supplier	J
2.2	Validate cancellation request	The new supplier verifies: (1) the existence of a contract with the final customer for the specified accounting point; (2) that the cancellation request was made before the start date of supply specified in the new contract; (3) that the cancellation falls within the withdrawal period.	New supplier	New supplier	[Not relevant]
2.3	(Conditional of unsuccessful outcome of step 2.2) Notify final customer of validation failure	If the validation (under step 2.2) fails, the new supplier notifies the final customer with a meaningful indication, explanation of the failure, and that the cancellation request is ended.	New supplier	Final customer	B
2.4	Validate registration of new supplier at accounting point	The new supplier validates the registration of the switch of supplier request in the metering point register in accordance with the new contract.	New supplier	New Supplier	[Not relevant]
2.5	Request cancellation of new contract in the metering point register	The new supplier submits a request to the metering point administrator, or delegated entity, to cancel the pending switch of supplier in the metering point register due to cancellation of the new supply contract.	New supplier	Metering point adminis-trator, or delegated entity	K

Procedure name		Cancellation of switching supplier			
Step No	Step	Step description	Information producer	Information receiver	Information exchanged (IDs)
2.6	Validate cancellation request	The metering point administrator, or delegated entity, checks if the new supplier is registered at the accounting point for supply on the start date specified in the request for cancellation of the new contract (submitted according to step 2.5).	Metering point administrator, or delegated entity	Metering point administrator, or delegated entity	[Not relevant]
2.7	Notify new supplier of validation result [1]	The metering point administrator, or delegated entity, informs the new supplier of the validation result. In the case of an invalid request, they provide a meaningful indication/explanation.	Metering point administrator, or delegated entity	New supplier	M
2.8	Cancel the pending switch of supplier	The metering point administrator, or delegated entity, cancels the pending switch of supplier registration. *Note:* final customer stays with their current (before the switch) supplier.	Metering point administrator, or delegated entity	Metering point administrator, or delegated entity	[Not relevant]
2.9	Notify affected parties of cancellation of switch of supplier	The metering point administrator, or delegated entity, notifies the affected parties about the cancellation of the switch of supplier.	Metering point administrator, or delegated entity	Affected parties	L
2.10	Send information to final customer on validation failure	If the validation fails, the new supplier informs the final customer with a meaningful indication/explanation of the failure.	New supplier	Final customer	B
2.11	Cancel the supply contract	The new supplier cancels the supply contract with the final customer.	New supplier	New supplier	[Not relevant]

Procedure name		Cancellation of switching supplier			
Step No	Step	Step description	Information producer	Information receiver	Information exchanged (IDs)
2.12	Notify final customer of cancellation of contract	The new supplier notifies the final customer that the new supply contract has been cancelled. *Note:* final customer stays with current (before the switch) supplier.	New supplier	Final customer	N

([1]) In case of a failed validation, the sequence of steps 2.7 and 2.10 applies. The metering point administrator, or delegated entity, informs the new supplier of the failed validation, who subsequently informs the final customer, as illustrated in Diagram 2 (red dotted lines).

Diagram 2

Procedure 'Cancellation of switching supplier'

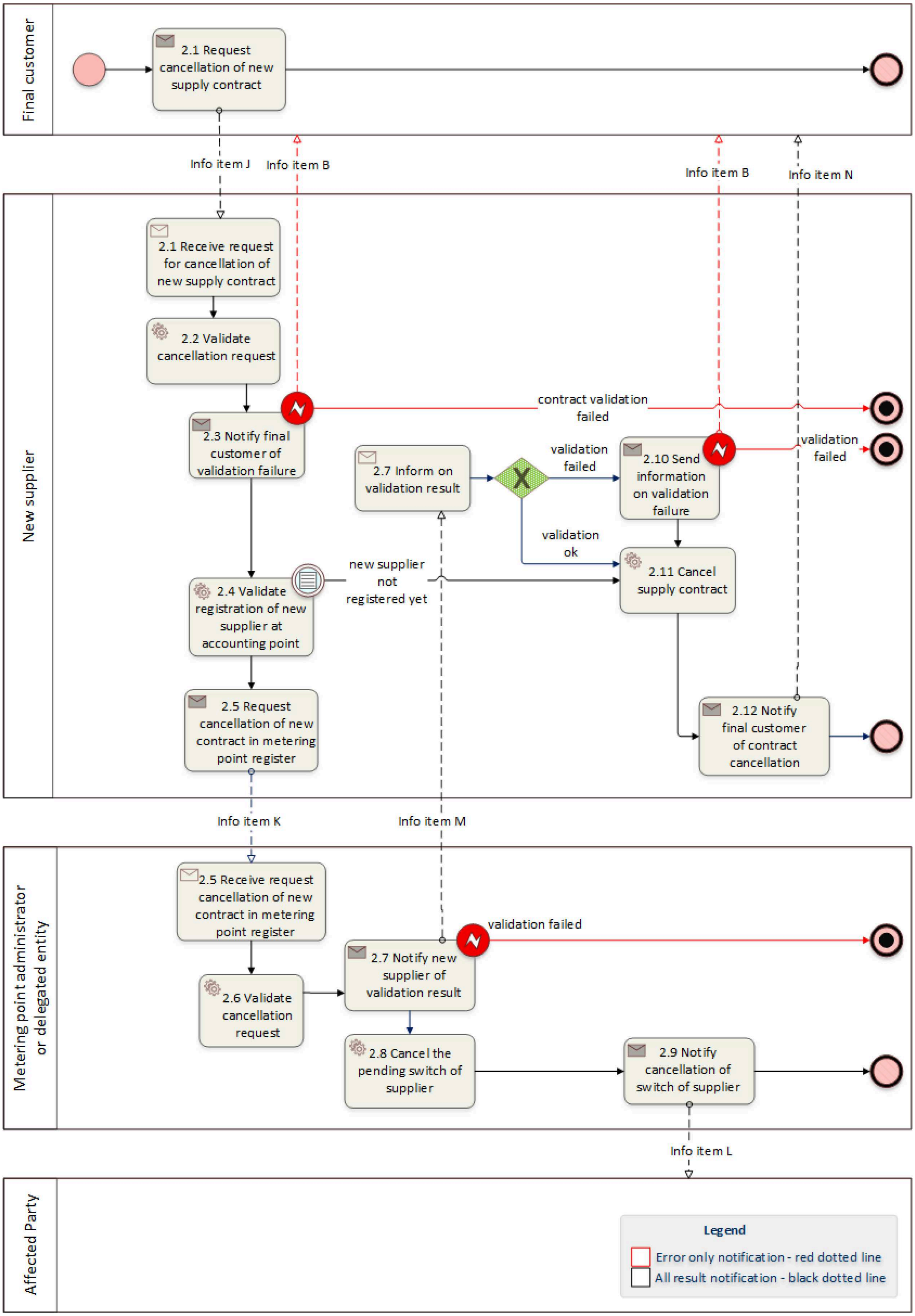

Table IV

Information objects exchanged

Information exchanged ID	Name of information	Description of information exchanged		Remarks
A	Contact between final customer and new supplier	Accounting point identifier	Information set to identify the accounting point.	
		Final customer	Information that identifies the final customer and information used to authenticate the identity.	
		Requested start date	Date requested by the final customer for start of supply.	
B	Inform customer on validation result	Validation result	Information about the outcome of the validation step.	
C	Request in advance accounting point characteristics	Accounting point ID	The unique identification of the accounting point for which the switch of supplier is requested.	
		Requesting party ID	The unique identification of the requesting party (= new supplier) that intends to supply the accounting point.	
		Request reason	A code specifying the reason (that is switch of supplier) for the request.	The code values for specific attributes in the relevant information objects are not defined within this Regulation. They will be detailed in the corresponding business standardisation documentation.

Information exchanged ID	Name of information	Description of information exchanged		Remarks
D	Accounting point characteristics [1] provided in advance	Start date	The date when the content of this set of information becomes or became valid.	Only a minimal set of attributes is defined; further specification of this information object is left to national implementation.
		Accounting point ID	The unique identification of the accounting point that this request targets.	
		Future Supplier [2]	Indicates if there is a contract for a future supplier at this accounting point. (The element is Boolean – yes or no).	
		Future supply start date	Date on which future supply will start.	
E	Request switch of supplier	Start date	The date requested by the new supplier to take over the electricity supply for this accounting point.	This date must be in the future.
		Accounting point ID	The unique identification of the accounting point that this request targets.	
		New supplier ID	The unique identification of the requesting supplier.	
		New balance responsible party ID (optional)	The unique identification of the balance responsible party for this accounting point, as requested by the new supplier.	The exchange of this information is optional and not required where it is already contained in the national data exchange model.
		Final customer	Information set to identify final customer.	

Information exchanged ID	Name of information	Description of information exchanged		Remarks
F	Switch of supplier results	Reason rejection	{if rejected} A code specifying the reason(s) for the rejection of the requested switch of supplier.	The code values for specific attributes in the relevant information objects are not defined within this Regulation. They will be detailed in the corresponding business standardisation documentation.
G	Notify accounting point characteristics to entitled parties and affected parties	Start date	The date from when the new supplier and balance responsible party assume their roles (i.e. start the supply or balance responsibility, respectively) for this accounting point.	Only a minimal set of attributes is defined; further specification of this information object is left to national implementation.
		Accounting Point ID	The unique identification of the accounting point for which the switch of supplier is confirmed.	
		Supplier ID	The unique identification of the supplier that is supplying the accounting point from the start date.	
		Balance responsible party ID	The unique identification of the balance responsible party that assumes balance responsibility from the start date for this accounting point.	

Information exchanged ID	Name of information	Description of information exchanged		Remarks
H	Notification switch of supplier to affected party	Switch date	The date when the present affected party relinquishes supply or balance responsibility (LOSS) for this accounting point, or the date when the new affected party assumes responsibility (GAIN) for this accounting point.	Two versions (LOSS/GAIN) of this information object exist based on the role of the receiving party (current/new affected party).
		Accounting point ID	The unique identification of the accounting point for which the switch of supplier is notified.	
J	Request cancellation of contract	No definition, free format		
K	Request cancel switch of supplier in metering point register	Start date	The date when the new supplier was to take over the electricity supply for this accounting point.	This date must be in the future.
		Accounting point ID	The unique identification of the accounting point that the request switch of supplier targets.	
		New supplier ID	The unique identification of the requesting supplier.	
L	Notification on cancellation switch of supplier in metering point register to affected parties	Start date	The date when the new supplier was to assume supply for the accounting point.	
		Accounting point ID	The unique identification of the accounting point for which the switch of supplier is notified.	

Information exchanged ID	Name of information	Description of information exchanged		Remarks
M	Notification on cancellation to supplier	Start date	The date when the new supplier was to assume supply for this accounting point.	This date must be in the future.
		Accounting point ID	The unique identification of the accounting point that this request switch of supplier targets.	
		New supplier ID	The unique identification of the requesting supplier.	
		New balance responsible party ID (optional)	The unique identification of the balance responsible party for this accounting point, as requested by the new supplier.	The exchange of this information is optional and not required where it is already contained in the national data exchange model.
N	Notification of cancellation of switch of supplier to final customer	No definition, free format		
O	Confirm contract	No definition, free format		

([1]) This information object aims to provide – with the relevant permission – additional accounting point characteristics for the electricity supplier to be able to provide tailor-made supply contract proposals for the final customer.

([2]) For example, a supplier can be registered for a future period, such as the following year, while a new supplier, following the request of the respective final customer, may ask for a switch for the period leading up to that point. In that scenario, the new supplier is informed, through this information object, that a 'future supplier' is already registered for the period starting the following year.