

Summary of general contractual terms

The Electricity Act (1997:857) and the Tort Liability Act (1972:207) contain provisions concerning when, how and in what way a consumer or business can receive compensation from the network owner for damages.

Provisions can also be found in the General Contractual Terms "Nät 2012 K" for consumers, and "Nät 2012 N" for businesses. The General Contractual Terms can be downloaded from eon.se. A summary is provided below. Further information can be found at the respective sources provided.

Consumer

Summary of the General Contractual Terms

The following applies in the event of an interruption to supply. If the supply is interrupted on any grounds other than the consumer's negligence or the network owner having the right to do so, the consumer has the right to compensation from the network owner for damages.

An exception is made to the above if the network owner can show that the interruption was caused by obstacles beyond their control and which they could not reasonably be expected to foresee, and that the consequences of this could not be avoided or overcome.

Damages as per the above paragraph cover compensation for expenses and loss of income, as well as other losses caused by the interruption. However, this does not include damages related to business operations.

To be eligible for compensation, the network owner must be informed of the compensation claim within two years of the damages being incurred.

In general, the injured party must provide evidence of the damages and associated costs (e.g., with receipts or similar) and take reasonable measures to limit the damage.

Business

Summary of the General Contractual Terms

In the event of an interruption in supply, the company/entrepreneur is only entitled to compensation from a network owner for interruptions, restrictions or other forms of disruption to the supply if this is caused by carelessness or negligence on the network owner's part.

For damages caused as a result of the effects of electricity, there are strict provisions on responsibility in the Electricity Act.

The right to compensation does not cover pure economic loss, nor does it cover consequential loss in the event of personal injury or property damage.

To be eligible for compensation, the network owner must be informed within the time frame specified in Section 8 of the Electricity Act (1997:857).

In general, the injured party must provide evidence of the damages and associated costs (e.g., with receipts or similar) and take reasonable measures to limit the damage.